

Customer **Complaints Handling Service** of
Deutsche Bank Group in Spain



Name and surname/s*

ID/Passport no.*

In the capacity as the legal representative of * (All legal representatives must submit documents proving they have been appointed as such)

Name and surname/s*

ID/Passport no.*

Address

Town/city Postcode

Email Fax

Events that gave rise to the complaint or claim (If you need more space, please use more sheets)

In view of the events described, the claimant requests

Attached documentation

The claimant states that this complaint or claim is not subject to administrative, arbitration or court proceedings.

In _____ **on** _____ **Signature/s***
(of the interested party or, if applicable, her/his legal representative)

Send to Customer Complaints Handling Service: **1.** By post to: Servicio de Atención al Cliente, Apartado de Correos 338, 08080 Barcelona. **2.** By email to: atencion.clientes@db.com. You are hereby informed that the Regulations of the Financial Ombudsman Service are available at all branches of Deutsche Bank, S.A.E. and on its website at www.db.com/spain. Furthermore, Deutsche Bank, S.A.E. has an ombudsman to whom customers may alternatively address their complaints by writing to the following address: Oficina del Defensor del Cliente de Deutsche Bank, S.A.E., D. José Luis Gómez-Dégano y Ceballos-Zúñiga, Apartado de Correos 14.019, 28080 Madrid.

Personal data protection - Deutsche Bank S.A. Española informs that any personal data collected in this document will be treated with the due security and confidentiality in accordance with current legislation on Data Protection, for the sole purpose of handling your complaint based on the legitimate interest and the commercial relationship that mediates with the Bank. This information will be stored to the extent that liability may arise between the parties, during the applicable statutory limitation period. These data will not be transferred to third parties, except legal or contractual obligation to do so.
Pursuant to the legislation in force on Data Protection, the claimant is entitled to exercise their data rights through the Customer Complaints Handling Service by writing to the following address: Apartado de Correos 416, 08080 Barcelona or by email to atencion.clientes@db.com. Claimant also has the right to file the complaint through the Spanish Data Protection Agency. You may find the complete Data Protection Policy at www.deutsche-bank.es.