



## Quality Management

We make sure that your complaint reaches the right person and will be handled fast and with due care. All requests are documented in a corresponding database.

## Your client advisor is your first-hand contact

Your client advisor is at your disposal for any concern or complaint you might have, either at the bank's premises during opening hours, by telephone or by e-mail.

If you cannot reach an appropriate solution that way, kindly contact us:

Euram Bank AG  
att. Complaint Management  
Schottenring 18  
1010 Vienna  
Austria

oder via e-mail: [complaints@eurambank.com](mailto:complaints@eurambank.com)

## Organisational Process

We do our best to find a solution for your complaint in minimum time. You will receive feedback within short. Sometimes we need more time to investigate a matter and to gather and evaluate all necessary information with due care. In that case we will keep you updated on the progress.

## Extrajudicial Settlement

If you are not satisfied with our ultimate solution and reasoning for your complaint you may turn to the joint mediation office of the Austrian credit sector, "Gemeinsame Schlichtungsstelle der Österreichischen Kreditwirtschaft", [www.bankenschlichtung.at](http://www.bankenschlichtung.at).

Gemeinsame Schlichtungsstelle der österreichischen Kreditwirtschaft  
Wiedner Hauptstraße 63  
A-1045 Vienna  
Austria  
Phone: +43 1 505 42 98  
Fax: +43 590 900 118337  
E-mail: [office@bankenschlichtung.at](mailto:office@bankenschlichtung.at)

We are convinced that it is vital to see each other, listen to each other and talk to each other. Thus we will find a satisfying solution for your concern.

