

## **FMS Wertmanagement Service GmbH Complaint Management Guidelines**

### **1. General**

If you as our customer or potential customer are dissatisfied, please let us know. At FMS Wertmanagement Service GmbH, we have set up a complaint management system. The objective of our complaint management is to ensure that customer complaints are processed appropriately and promptly.

### **2. Submit a complaint**

Please contact us with your concerns

- via telephone at 089 54024-470 (Business Management)
- via email: [BusinessManagement@fms-sg.de](mailto:BusinessManagement@fms-sg.de)
- via mail addressed to FMS Wertmanagement Service GmbH, Business Management, Freisinger Straße 11, 85716 Unterschleissheim, Germany

### **3. Complaint processing**

Within two bank working days we will send you a confirmation that we have received your complaint. Our aim is to reply to all complaints within fourteen calendar days. If it takes longer to resolve your complaint, we will inform you within fourteen calendar days of the longer processing time and inform you of the reasons and the estimated processing time.

### **4. Other options**

FMS Wertmanagement Service GmbH is subject to supervision by the Federal Financial Supervisory Authority (BaFin), Graurheindorfer Strasse 108, 53117 Bonn, Germany. Therefore, you also have the option of filing a complaint with the Federal Financial Supervisory Authority (BaFin) if your complaint concerns an alleged breach of regulations subject to compliance monitoring by BaFin. Any possibilities to file a civil lawsuit remain unaffected.

### **5. Miscellaneous**

Complaint processing is free of charge for you.

This policy is reviewed at regular intervals.

Our current data protection information is also available online at [www.fms-sg.de](http://www.fms-sg.de).

The essential information on complaint management can be printed here (PDF):