

# Information on complaints management

**PATRIZIA Institutional Clients & Advisory GmbH**

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## 1. General

PATRIZIA Institutional Clients & Advisory GmbH gives top priority to client satisfaction. We are committed to providing you with the option of expressing criticism. For this reason, we have set up a complaints office and taken measures to handle complaints. The objective of our complaints management procedure is to ensure that client complaints are dealt with appropriately and promptly. Complaints that we receive are assessed in order to remedy recurring errors or problems. This will enable us to ensure a high level of client satisfaction and loyalty over the long term.

A complaint is defined as any expression of dissatisfaction directed at PATRIZIA Institutional Clients & Advisory GmbH by a client or potential client (complainant) in connection with the firm's provision of services. This applies even if the word "complaint" has not been used.

## 2. How to make a complaint

Any client or potential client who is affected by the activities of PATRIZIA Institutional Clients & Advisory GmbH may lodge a complaint.

The complaints office of PATRIZIA Institutional Clients & Advisory GmbH is responsible for handling complaints. Complaints can be submitted to us in writing, verbally or by e-mail by using the following contact details:

### Contact details for complaints

PATRIZIA Institutional Clients & Advisory GmbH  
PATRIZIA Bürohaus  
Fuggerstraße 26  
86150 Augsburg  
Germany  
Phone: +49 821 50910-000

For telephone complaints, you can call us on weekdays from Monday to Friday during normal business hours.

If you wish to use e-mail, please send the complaint to the e-mail address of your regular contact person.

Please formulate your complaint as precisely as possible and include sufficient additional information. To process the complaint, we need the following information in each case:

- Full contact details of the complainant (address, telephone number, e-mail address if available);
- Description of the circumstances;
- Formulation of the request or statement of what the complaint is intended to achieve (e.g. correction of an error, improvement to services, resolution of a disagreement);
- Copies of the documents necessary for understanding the case (if available);
- If the complainant contacts us in the name and on behalf of another person, a power of representation issued by that person.

### 3. Complaints handling process

Once we receive a complaint, we will draw up confirmation of having received the complaint and send it to the complainant in writing or by e-mail. If the complaint can be closed promptly, the complainant will receive a reply instead of confirmation of receipt.

Depending on the complexity of the complaint, a reply will be sent within a reasonable period of time after confirmation that the complaint had been received. We aim to deal with the matter conclusively within a period of four weeks after receipt of the complaint. If this is not possible, the complainant will be notified of the reasons for the delay, together with information on when the matter is expected to be resolved.

If PATRIZIA Institutional Clients & Advisory GmbH does not fully accept the complaint, the complainant will receive a statement of reasons that can be clearly understood.

The definitive response to the complainant is always provided in text form.

### 4. Costs of a complaint

Lodging a complaint is free of charge.

### 5. Miscellaneous

These policies will be reviewed at regular intervals.

### 6. Out-of-court dispute resolution

PATRIZIA Institutional Clients & Advisory GmbH's products are not targeted at consumers. For this reason, we have not made any commitment to participate in dispute resolution proceedings before a consumer arbitration body.

Any other legal recourse to the civil courts remains unaffected.