

Client's Complaint Procedure

Saman Bank, Niederlassung Frankfurt (hereafter SBF) has established an internal complaint handling procedure for the reasonable and prompt handling of complaints.

SBF uses the following definition of "complaint":

Any person (customer, interested person, third party) expresses to be not satisfied with our products or services. This person states that the expectations could not be fulfilled from its subjective customer point of view.

In principle, we do not question the justification of a complaint, as the focus of our attention is not the view of SBF but the view of the complainant. All complaints are considered to have equal rights.

Irrespective of the type of communication of the customer (telephone, Internet, e-mail, personal or fax), we will treat all dissatisfaction statements equally as complaints.

It is irrelevant to whom the complaint is addressed. A complaint also exists if the person does not expressly designate it as such.

A possible justified claim of the customer is no relevant reason for handling of the complaint, as only while handling the complaint we will decide whether a possible claim of the person (reimbursement etc.) is granted.

You may submit your complaints to us personally, by telephone, in text form or electronically by e-mail.

Please provide us with as much information as possible when making your complaint. This will help us to understand the issue and resolve it quickly. Please include:

- your name and address.
- your account details.
- a description of your complaint and how it's affected you.
- when the issue happened.
- your contact details and how you would like us to contact you.

Complaints are very valuable customer feedback for SBF. It is therefore our objective to provide the complainant with feedback quickly and in an appropriate manner. We aim to respond to complaints as promptly as possible (within 15 working days). If this is not possible, e.g., because further investigations are necessary, we will always inform the complainant in writing about the processing status.

We will respond to complaints within 15 working days after receipt of the complaint. If, exceptionally, this is not possible for reasons beyond SBF's control, our complaint management will send you a preliminary reply clearly indicating the reasons for the delay in responding to your complaint and the time by which you will receive a final reply at the latest. This must not take place later than 35 working days after receipt of the complaint.

We collect and evaluate all relevant documents and information as part of the complaint review process. If we fail to comply with the complainant's claims and arrive at a different final decision, we will explain this matter to the complainant in detail and point out the possibility of maintaining the complaint (possibly with the help of a dispute arbitration body). SBF ensures that its language is clear, unambiguous, and generally understandable.

The complaints, including the relevant information and documents as well as the measures taken to remedy them, are recorded in an internally maintained complaints register and are generally kept for five years.

Complaints received are systematically evaluated and regularly analysed to rectify recurring errors and problems. In this way, SBF aims to ensure a high level of customer satisfaction and customer loyalty in the long term.

The handling of the complaint is free of charge.

You can address complaints directly to the complaint handling of SBF:

Saman Bank, Niederlassung Frankfurt
Complaint Handling
Wiesenau 1
60323 Frankfurt am Main
Tel.: +49 (0) 69 7103 306 18
Fax: Tel.: +49 (0) 69 7103 306 29
complaint@SBFrankfurt.de

Additional opportunity for dispute resolution:

The European Commission has set up a European Online Dispute Resolution Platform (OS-Platform) at <http://ec.europa.eu/consumers/odr>. The OS-Platform can be used by a consumer for the settlement out of court of a dispute arising from online contracts with a company established in the EU.

The platform itself is not a dispute resolution service provider but merely provides the parties the contact to a competent national arbitration committee.

Moreover, the customer is free to start a civil action in the court.

Regulating Authority:

Complaints can also be declared for the record in writing at the following supervisory body:

Bundesanstalt für Finanzdienstleistungsaufsicht (BaFin) Graurheindorfer Str. 108, 53117 Bonn und Marie-Curie-Str. 24-28, 60439 Frankfurt am Main
Tel.: +49 (0) 228 4108-0
Fax: +49 (0) 228 4108-1550
E-Mail: poststelle@bafin.de
<http://www.bafin.de>