

How to File a Complaint

A complaint about a financial product or service bought from the bank may be filed with the available documents, naming the reason, the date of the service and the department involved, in writing or per e-mail to:

Berlin Hyp AG
Complaint Management
Legal Department GO 2
Budapester Str. 1
10787 Berlin

complaint@berlinhyp.de

Complaints will be electronically filed, investigated, treated in a fair manner and reported to the relevant authority, the Bundesanstalt für Finanzdienstleistungsaufsicht. The complainant shall receive a response from the bank within 5 days. When an answer cannot be provided within this time frame, the bank shall inform the complainant about the causes of the delay and indicate when the bank's investigation is likely to be completed. Complaints are free of charge.

When the bank's final decision does not fully satisfy the complainant's demand, it will provide a thorough explanation of the bank's position and set out the complainant's option to maintain the complaint with the following competent authority:

Bundesanstalt der Finanzdienstleistungsaufsicht
Marie-Curie-Strasse 24-28
60439 Frankfurt am Main