

## **Complaints Process**

### **Mizuho Bank, Ltd. Düsseldorf/Frankfurt Branch**

#### **Complaint Process**

Our aim is to offer you the products and services that meet your needs, delivered to the standard you would expect. If we do not meet your expectations, please tell us. We aim to ensure any concerns and complaints you might have will be dealt with promptly and fairly.

#### **How to reach us**

Your relationship manager is there to deal with any questions, concerns or complaints you may have. Outside of routine meetings you can contact your relationship manager any time via email, telephone or by post.

In case you are missing the precise contact details you can reach the bank always via telephone under: +49 211 1302-0. You will get connected to the Complaints Handling Function/Compliance Function.

#### **Information we need from you**

To enable us to fully investigate your complaint, please provide us with the following information:

- The date the issue occurred
- The account, product and service relating to the complaint
- What occurred and how you have been affected.

In case you are not in the possession of every detail, please give us/your relationship manager any information about the circumstances you have.

#### **What you can expect from us**

We will make all reasonable efforts to resolve the matter. If we are not able to respond to your complaint right away, we will send you a written indication of when you can expect our response. Our response will outline the details and outcome of our investigation.

We are processing each complaint individually and we are doing our best to investigate your complaint adequately. In case we need more time to provide you with our final response, we will let you know.

#### **Final response**

In case not otherwise agreed we will provide you with a final response in writing. Unfortunately we do not always find a solution suitable for everyone. In case of a dispute you might always go to e.g. a lawyer, relevant courts.