

In case of discrepancies between the German and the English version of this document, the German version shall prevail. The English text is only a non-binding convenience translation.

Complaints management

Complaint process

Our goal is to provide products and services that meet your needs and the standards you expect. Your satisfaction with our services is therefore our highest demand. Should you nevertheless wish to make a complaint to us, our dialogue with you will follow simple steps so that you will receive a prompt and transparent reply from us.

You can reach us as follows

You can contact us with your complaint via different ways:

- Your Account Manager will act as your direct contact at Airbus Bank to follow up any questions, concerns or complaints you may have during your regular discussions.
- Alternatively, please contact your customer service representative by e-mail, telephone or post.
- Or by e-mail to the central complaints office: beschwerde@airbusbank.com

We need this information from you

In order to be able to examine your complaint and answer it as promptly and transparently as possible, we ask for the following information:

- Time at which the concern arose,
- Account, product and service to which your complaint relates
- Description of the concern and how it affects you as a customer.

If you do not have all the information, please explain the situation as precisely as possible.

What you can expect

As soon as we receive your message, we record your complaint in our IT system. This enables us to monitor the route it takes in our company internally and ensure that it is processed quickly. At the same time, your complaint is forwarded to the relevant department. This department carefully examines and processes the facts of the case and responds to you.

What we do for you

We process each complaint individually and deal with the facts you describe. We carry out the necessary research for this purpose. If we need a little more time for the answer, we will provide you with interim information.

How we answer you

You will receive our answer with the details and the result of our investigation. If necessary, we will explain to you in detail what corrective measures we propose. We would also be pleased to discuss the result with you personally.

Complaints concerning your rights and obligations as a payment service user in accordance with §§ 675 c to 676 c of the German Civil Code or Article 248 of the Introductory Act to the German Civil Code, we will reply to your inquiry within 15 working days at the latest, but no later than 35 working days after receipt.

What other options do you have?

For the settlement of disputes with the Bank, you can contact the dispute resolution or complaint bodies specified in the List of Prices and Services.