

Complaint handling At ABN AMRO Clearing

Complaint handling process

At ABN AMRO Clearing (“AAC”) our clients come first. When you are dissatisfied with our services or something goes wrong, you can provide us with your feedback and have the possibility to file a complaint. We take all complaints seriously and will handle them with the diligence, professionalism and precision.

Complaints provide us with valuable information in order to improve our services.

How to file a complaint?

As of 3 January 2018, the complaint handling process at AAC is updated. Complaints can be filed via your Relationship Manager using the regular channels or via the Independent Complaints Manager who can be reached via the following channels:

- email complaints@uk.abnamroclearing.com; or
- <https://www.abnamroclearing.com/en/how-to-reach-us/contact-form/index.html>

How will we handle your complaint?

In the event of a complaint, AAC will acknowledge your complaint within 24 hours and contact you within 5 business days to define your exact complaint and discuss the potential next steps. Together with the necessary expertise, we will define and communicate a possible solution.

A Complaint manager will handle your complaints together with a Complaint Management Committee that includes the required expertise. This Committee will be responsible for the resolution of your complaint. Your Relationship manager will keep you up-to-date on the status and progress

In all cases, AAC will keep you updated on the status of your complaint.

What if you do not agree with the proposed solution?

If you do not accept the solution offered by AAC it is your right to escalate or appeal to this decision.

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