

## Vontobel Complaint Management

### Complaint process

Vontobel aims to offer products and services that meet both the needs and standards of its clients. Client satisfaction is our top priority. However, if a client makes a complaint to us, dialogue with our clients follows simple steps to ensure that they receive a prompt, transparent response. Clients can make a complaint to us via different channels:

- The responsible Relationship Manager is the client's contact for all questions, concerns, or complaints and addresses any issues raised.
- In addition, our clients can also raise concerns using the online complaint form.

### Process

Vontobel endeavors to resolve all types of complaints promptly. If it is not possible to resolve a complaint right away, we confirm receipt and inform the client immediately of the contact or organizational unit dealing with it and the estimated processing time.

### Handling

We handle every complaint individually, address the facts outlined by the client concerned, and do the necessary research. In complex cases, addressing the facts and the necessary research may require more time. In such cases, we inform the client and provide updates.

### Response to complaints

Every written response includes the details and results of our investigation and outlines any corrective measures we propose to resolve the problem.