



**BGL
BNP PARIBAS**

Reporting a complaint

Our top priority is to provide you with the highest possible quality of service. If, however, you are not satisfied or should you encounter a problem, there are several contacts that you can reach out to for help.

Who to contact

1. First: write to the Quality Management Department

BGL BNP Paribas
Quality Management
50, avenue J.F. Kennedy
L-2951 Luxembourg

Be sure to indicate your account number, name and address.

You will receive confirmation that your complaint is being looked into within a maximum of 10 working days from the reception of the complaint. Should investigations be necessary, you will receive a definitive response within a maximum of one month.

2. Second: contact the Management Board

If you are still not satisfied, you can contact the Chairman of the BGL BNP Paribas Management Board, Mr Carlo Thill.

To help us ensure the best possible follow-up, please indicate the reference information of the letter of response that you received.

3. Third: contact the Commission de Surveillance du Secteur Financier (CSSF)

If, after having contacted the Management Board, you do not receive a response – or satisfactory response – within the given deadline, an out-of-court complaint resolution procedure before the CSSF is provided for.

You can find the blank form to fill out and other useful information on the CSSF website:
<http://www.cssf.lu/en/consumer/complaints/>