

Complaints Procedure – FundBank (Europe) S.A., Ireland Branch

FundBank (Europe) S.A., Ireland Branch (hereafter “the Branch”), in line with the strategy of its headquarter, FundBank (Europe) S.A., focus on offering the highest quality of services. Your Relationship Manager is your dedicated point of contact and can answer your questions and give you any details you may need. If, however, you are facing a situation that you are not satisfied with or which you do not understand, you may send your complaint to the contacts who are mentioned below.

FundBank (Europe) S.A. and the Branch establish, apply and keep operational procedures which are efficient and transparent, with a view to a reasonable and quick handling of complaints which are addressed to FundBank (Europe) S.A. and its Branch.

A complaint refers to an expression of grievance or dissatisfaction by a consumer, either orally or in writing, in connection with:

- a) the provision or the offer of the provision of a product or service to a consumer by a regulated entity; or
- b) the failure or refusal of a regulated entity to provide a product or service to a consumer.

FundBank (Europe) S.A. and its Branch are committed to promptly and thoroughly investigating and processing any concern grievance or dissatisfaction in a timely manner, and in your best interests.

You are invited to address all complaints by either:

- Email : complaintsire@fundbank.com
- Mail : FundBank (Europe) S.A., Complaint Responsible Manager, 2 Fitzwilliam Court, Leeson Close, Dublin 2, D02 TC95.

Please provide a brief description of the subject of the complaint, the current situation and your contact details as well as supporting documents, if any, for your complaint to be investigated.

The objective is to handle complaints with care, in a consistent and verifiable manner and within a reasonable timeframe.

The Responsible Manager will provide you with a written acknowledgment of receipt of the complaint within a period which shall not exceed five (5) business days after receipt, unless the answer itself is provided to you within this period.

The Responsible Manager shall provide you with a written regular update on the progress of the investigation of the complaint, if investigation is deemed necessary, at intervals no greater than 20 working days starting from the date the complaint was received.

The Branch shall endeavour to investigate and resolve the complaint within 40 working days of having received the complaint.

If the Branch is unable to provide you with a response within such timeframe, it will inform you of the reasons for the delay and of the date by when it is expecting to provide you with a response.

However, in the event of a complaint relating to payment services which fall within the scope of the amended law of 10 November 2009 relating to payment services, you will receive a final response within a maximum of 15 working days following receipt of the complaint, which can be extended, in certain cases as described in our general terms and conditions, up to a maximum of days which do not exceed 35 business days from the receipt of the complaint.

If you meet the definition of Consumer as set out under the Consumer Protection Code 2025, and if you have not received an answer within 40 Days of lodging your complaint or an answer which you consider satisfactory, you may raise your complaint directly with the Financial Services and Pensions Ombudsman at:

- Lincoln House, Lincoln Place, Dublin 2, D02 VH29.or by e-mail at the following address: info@fspo.ie