



MAERKI BAUMANN & CO. AG

PRIVATBANK

Complaint Management of Maerki Baumann & Co. Ltd

Your Satisfaction and Trust is our Highest Goal

For the private bank Maerki Baumann & Co. Ltd, the satisfaction of its clients always comes first. We look after our clients personally, competently and in a spirit of partnership. It is very important to us to tailor our services to your needs in the best possible way.

If, despite our efforts, you are not satisfied with our services, please do not hesitate to contact us. You can contact us personally, by phone or in writing.

Your responsible client advisor is of course always available to answer any questions, concerns or complaints you may have. We will be happy to inform you about the current status of your complaint. Alternatively, you can contact us as follows:

Maerki Baumann & Co. Ltd
Dreikönigsstrasse 6
8002 Zurich, Switzerland
Tel +41 44 286 25 25
Fax + 41 44 286 25 00
Email beschwerde@maerki-baumann.ch

Handling your Complaint

In order to process your request carefully and promptly, we request the following written information:

- Information on the facts of the case
- Reason for your dissatisfaction
- Affected service/ person
- Time of the anomalies
- Your complete contact details (name, address, telephone number, email address if applicable)

After examining the facts of the case, you will receive a written and/or oral statement from us generally within 30 bank working days. If the case is more complex, we kindly ask for your understanding for an in-depth analysis of the facts by us and, if necessary, by an external expert. Whenever the handling of a complaint case takes more than 30 bank working days, we will inform you promptly by when you can expect to receive a response to your complaint.



Alternative Dispute Resolution Bodies

We will do our best to find a solution to your problem. If you do not agree with our reply, you can direct your request to an alternative dispute resolution body. Of course, you are also free to appeal to a competent court. Unlike courts, the alternative dispute resolution bodies do not charge any fees for processing your request. In this case, you can submit your request to the Swiss Ombudsman. The Swiss Banking Ombudsman offers a neutral and free of costs information and mediation service.

Swiss Banking Ombudsman
Bahnhofplatz 9
Postfach
CH-8021 Zurich
Telephone (08.30–11.30 h):
+41 43 266 14 14 (German / English)
+41 21 311 29 83 (French / Italian)
Fax: +41 43 266 14 15
Website: www.bankingombudsman.ch

Your trust and satisfaction are very important to us.
We look forward to continuing to be there for you in the future.

Your Maerki Baumann & Co. Ltd