



## COMPLAINT MANAGEMENT

### PREAMBLE

Customer satisfaction is an integral part of the corporate success of CHOM CAPITAL GmbH. It is important to us to give you the opportunity to express criticism. We see this as an opportunity to derive conclusions for the entire company and to ensure customer satisfaction and long-term customer loyalty. The aim of our complaints management is to ensure that customer complaints are dealt with appropriately and promptly.

### PROCEDURE

We accept complaints verbally, by telephone, electronically or in writing. As a customer, you decide how you would like to submit your complaint to our complaints office. Please contact

CHOM CAPITAL GmbH  
Beschwerdestelle  
Neue Mainzer Str. 52 - 58  
60311 Frankfurt am Main

Mail: [beschwerde@chomcapital.com](mailto:beschwerde@chomcapital.com)  
Telephone: 069-260159960  
Fax: 069-260159969

Incoming complaints are immediately forwarded by the receiving employee to the complaints office for further processing and analysis.

We will send you a letter confirming the receipt of the complaint within one week. If the complaint can be processed promptly and conclusively, you will receive a corresponding reply to the complaint process instead of an acknowledgment of receipt.

Otherwise, depending on the complexity of the complaint, a response will be given within a reasonable period after the receipt of the complaint has been confirmed.