

## Danske Bank A/S, London Branch Complaints Procedure

We are committed to providing a high standard of customer service. However, if you are not satisfied with any aspect of our service, we have internal complaint handling procedures in place to deal with such concerns effectively and in the correct manner.

### How You can contact Us

If you are not satisfied with any aspect of our service or products, you can let us know by contacting us in the following ways:

- Making an appointment and then visiting the London Branch;
- Writing to the London Branch or to Your Account Manager;
- Telephoning us on 020 74108000 or at the telephone numbers stated on Our Website (<https://danskeci.com/london>);  
or
- Sending an email to [banklon@uk.danskebank.com](mailto:banklon@uk.danskebank.com).

The London branch of Danske Bank A/S is at 4<sup>th</sup> Floor, 75 King William Street, London EC4N 7DT.

We will endeavour to resolve any complaints received by us from you in a timely and efficient manner.

We will try to resolve your complaint by the close of business on the third business day after receipt of the complaint. If your complaint is resolved within three business days you will receive a 'summary resolution communication' from us. The summary resolution communication will be in writing and will tell you that we consider your complaint has been resolved.

If the complaint relates to a payment service and if you are not a Corporate Opt-Out Customer we will give you information about referring your complaint to the Financial Ombudsman Service if you are dissatisfied.

If we have not resolved your complaint by the close of business on the third business day after we receive your complaint, we will send you a letter acknowledging your complaint. This letter may also include our final response to your complaint. If we need more time to investigate your complaint, we will keep you informed of the steps we are taking to deal with it.

In all cases, we will arrange for complaints to be investigated fully and for a final response to be sent to you within 15 business days of the complaint being received. In exceptional circumstances, it may take us longer – up to a maximum of 35 business days.

If You remain dissatisfied with any remedy or response offered by the London branch, you may write to the Country Manager of the London branch asking for further consideration to be given to your claim.

You are also able to contact the Financial Conduct Authority or the Payment Systems Regulator if you think that We are in breach of the Payment Services Regulations. If You are not a Corporate Opt-out Customer, you may also be able to complain to the Financial Ombudsman Service. For further details on the Financial Ombudsman Service, please call 0800 023 4567 or refer to the FOS website ([www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)).