



CUSTOMER SERVICE DEPARTMENT

BANQUE J. SAFRA SARASIN (LUXEMBOURG), SA, SUCURSAL EN ESPAÑA has a Customer Service Department in accordance with Law 44/2022, on measures of reform of the financial system. The Branch will resolve complaints submitted by customers in accordance with the Internal Regulation of the Customer Service Department (published in this [link](#)) and the applicable regulation.

Complaints may be submitted:

- by letter, to the Customer Service Department of BANQUE J. SAFRA SARASIN (LUXEMBOURG), SA, SUCURSAL EN ESPAÑA, Paseo de la Castellana 13, piso 3, 28046 Madrid
- by email to serviciodeatencionalcliente@jsafrasarasin.com.

If the customer do not agree on the resolution of the complaint by the Customer Service Department, or if no resolution is issued by the Customer Service Department within one month following the submission of the complaint, the customer may submit a complaint to the following Services of Defense of Users of Financial Services of the Spanish regulators:

- Department of Conduct and Complaints of the Bank of Spain: calle Alcalá 50, 28014 Madrid or through its website ([link](#))
- Claim Service of the Securities Market Comission: Dirección de Inversores, Calle Edison 4, 28046 Madrid, or through its website ([link](#)).