

COMPLAINTS MANAGEMENT

Appeals / complaints concerning services rendered by SIGMA Bank AG must be addressed to:

SIGMA Bank AG
Attn.: respective Department and Management Board
Feldkircher Strasse 2
9494 Schaan
LIECHTENSTEIN

E-Mail: info@sigmabank.com
Tel.: +423 239 04 04
Fax: +423 239 04 05

Course of the internal appeal / complaints procedure:

- Receipt of the (written) appeal / complaint by SIGMA Bank AG
- A copy of the appeal / complaint is forwarded to the Legal and Compliance department for entry in the central complaints database.
- The Management Board is informed.
- The issues raised are addressed and documented by the respective specialist Department
- The responsible client relationship manager replies to the appeal / complaint on the basis of the findings of the specialist department
- The reply to the appeal / complaint is submitted to the Legal and Compliance Department for clearance
- The documents are placed in the customer file

All appeals / complaints / objections are materially processed without undue delay. As a rule, appeals / complaints are replied to within 10 working days. If lengthier research is required, receipt of the letter will be confirmed to the customer without delay (within 2 working days) – together with brief information about how the matter is to be dealt with.