

Complaints and Appeals

In the event that a dispute arises between the Client and the Bank, relating to banking and financial products and services and the provision of payment services or investment services, the Client may submit a written complaint (in Italian or English) to the bank through its own Relationship Manager or by ordinary mail, certified e-mail, e-mail to:

Commerzbank AG

Corso Europa 2 – 20122 Milano

Telefono: +39 02.725961

Email: compliance.milano@commerzbank.com indirizzo Pec: cobamilano@actaliscertymail.it

1) IN THE EVENT OF DISPUTES RELATING TO BANKING AND FINANCIAL TRANSACTIONS AND SERVICES OR PAYMENT SERVICES UNDER THE PAYMENT SERVICE DIRECTIVE (PSD2)

If the customer is not satisfied or has not received an answer within the time limit, before appealing to the judge, he can contact the Arbitro Bancario Finanziario (ABF).

The appeal is prepared and transmitted according to the methods indicated on the website www.arbitrobancariofinanziario.it and cannot be proposed if more than 12 months have elapsed from the presentation of the complaint to the Bank. On *how to contact the Financial Banking Arbitrator*, the Customer can also ask for information at the Bank of Italy branches or consult the "ABF in simple words" and "Guide to using the ABF portal", which can be downloaded from the links below¹.

2) IN THE EVENT OF DISPUTES RELATING TO INVESTMENT SERVICES AND RELATED ACTIVITIES

the customer can contact the Arbitro per le Controversie Finanziarie² (ACF) for the resolution of disputes arising with the bank regarding the obligations of diligence, correctness, information and transparency envisaged towards investors (in the exercise of the activities regulated in part II of Italian Legislative Decree no.58 / 98, including cross-border disputes and disputes subject to EU Regulation no.524/2013), provided that the client is not among the investors classified as qualified counterparties or among professional clients pursuant to the same Legislative Decree no. 58/98. Damages that are not an immediate and direct consequence of the bank's non-fulfillment or violation of the obligations referred to in the previous paragraph, those that are not of a financial nature and disputes involving the request for sums are excluded from the knowledge of the ACF money for an amount exceeding € 500,000.

¹ <https://www.arbitrobancariofinanziario.it/presentare-ricorso/index.html>

<https://www.bancaditalia.it/servizi-cittadino/servizi/esposti/index.html>

² <https://www.acf.consob.it/web/guest/ricorso/quando-come-fare-ricorso>