

# Complaints Brochure

This brochure provides an overview of the most relevant questions related to complaints handling.

## 1. Introduction

360T Treasury Systems AG (hereinafter 360T) is incorporated in Germany (Commercial Register Frankfurt, No. HRB 49874). Our registered office is Grüneburgweg 16-18, 60322 Frankfurt am Main, Germany. 360T is authorized and regulated by the Bundesanstalt für Finanzdienstleistungsaufsicht (“BaFin”).

## 2. Submission of complaints

A complaint is an expression of dissatisfaction by a client or potential client regarding the provision of investment and/or ancillary services provided by 360T.

To ensure a proper and timely investigation, at least the following information shall be provided by the complainant:

- Name, surname and contact details of the complainant
- Name of the company of the complainant
- Date and time that the issue arose
- Description of the complaint

360T has entrusted Client Advisory Services (the complaints management function) with the handling of complaints. A complaint shall be submitted to the following e-mail address [complaints@360t.com](mailto:complaints@360t.com).

Clients and prospect clients have the right to submit a complaint free of charge.

## 3. How is the complaints handling process?

Complaints are investigated on a timely and fair basis by 360T employees which are independent of any personnel who have been involved in the subject of the complaints. The department or employee that are subject of the complaint must be consulted and involved in the investigation process.

The receipt of a complaint via electronic mail is acknowledged by 360T within 3 business days upon receipt of the complaint and the expected date of a response is communicated.

In general, a response to a complaint will be provided latest 10 business days after the receipt of the complaint. In case a response cannot be provided within this time, the complainant will be informed about the reasons for the delay and the estimated time of resolution.

## 4. Escalation options

360T commits to deliver a final response to the complainant within a stipulated period of time. If the client receives a response from CAS but deems that the complaint needs to be raised further, the client may either (i) ask CAS to escalate it to 360T Compliance or (ii) directly contact 360T Compliance ([compliance@360t.com](mailto:compliance@360t.com))