



## Complaints

RBC Capital Markets ("RBCCM") aims to continually deliver the highest standard of service to you and we treat any expression of dissatisfaction very seriously.

Should you wish to make a complaint we will treat you fairly and are committed to investigating all complaints diligently and impartially. Further, we shall seek to resolve any complaints received as soon as possible.

## Making a complaint

You may complain to us in any medium, including in person, by telephone, in writing or by email. Any complaints are made free of charge.

## Who do I complain to?

Complaints may be addressed to your usual Relationship Manager who will be able to escalate your complaint as appropriate. Alternatively, should you wish to submit a complaint in a different manner please use the following contact details:

<b>United Kingdom</b> Head of Capital Markets Compliance RBC Capital Markets 100 Bishopsgate London EC2N 4AA United Kingdom  Tel: +44 (0)207 653 4351 Email: <a href="mailto:cmukcomplaints@rbccm.com">cmukcomplaints@rbccm.com</a>	<b>Germany</b> Head of Compliance RBC Capital Markets (Europe) GmbH Taunusanlage 17 60325 Frankfurt am Main Deutschland  Tel: +49 (0)69 50 50 80 200 Email: <a href="mailto:cmeucomplaints@rbccm.com">cmeucomplaints@rbccm.com</a>
<b>France</b> Head of Compliance RBC Capital Markets Réclamations Clients 55, Avenue Hoche 75008 Paris France  Tel: +33.1.42.99.37.10 Email : <a href="mailto:cmfrcomplaints@rbccm.com">cmfrcomplaints@rbccm.com</a>	<b>Netherlands</b> Head of Compliance RBC Capital Markets (Europe) GmbH Amsterdam Branch Regus Office Number 5.14-5.16 World Trade Centre Zuidplein 36 Amsterdam 1077 XV Netherlands  Tel: +31 202 454 501 Email : <a href="mailto:cmeucomplaints@rbccm.com">cmeucomplaints@rbccm.com</a>

## **Our complaints handling procedure**

RBCCM maintain and operate an internal complaints handling procedure. RBCCM acknowledges receipt of all complaints in writing with three business days. RBCCM will provide a written response to the complaint at the earliest opportunity and no later than eight weeks from receipt, except in the event of special circumstances requiring additional delay.

Please contact us if you would like further details regarding these procedures, which in relation to UK complaints, reflect the requirements of the FCA's Dispute Resolution Sourcebook ("DISP"), and requirements of AMF instruction 2012-07 in relation to French complaints.

## **Financial Ombudsman Service (UK)**

If you are an Eligible Complainant (as defined by the FCA), you may fall under the jurisdiction of the Financial Ombudsman Service. For more information on the Financial Ombudsman Service, please visit their website: [Link](#). Additionally, they can be contacted via the details below:

### **The Financial Ombudsman Service**

Exchange Tower, London E14 9SR, United Kingdom

Tel: 0800 023 4567 or 0300 123 9 123

Fax: +44 (0) 20 7964 1001

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

## **BaFin Complaints (Germany)**

If your dispute is eligible for mediation by BaFin you may also complain in writing to:

### **Bundesanstalt für Finanzdienstleistungsaufsicht**

Graurheindorfer Straße 108

53117 Bonn

Germany

Tel: + 49 (0)228 4108-0

Fax: + 49 (0)228 4108-1550

E-mail: [poststelle@bafin.de](mailto:poststelle@bafin.de)

For more information you can visit the BaFin website: [English Link](#) / [German Link](#).

## **AMF Ombudsman Office (France)**

If your dispute is eligible for mediation by the Autorité des Marchés Financiers (AMF) Ombudsman's Office they can be contacted in writing or via an online link:

### **Ombudsman**

Autorité des Marchés Financiers

17 place de la Bourse

75082 Paris cedex 02

France

Tel: +33(0) 1 53 45 62 00

Online form: [English Link](#) / [French Link](#)

For more information you can visit the AMF Ombudsman website: [English Link](#) / [French Link](#)

**AFM / KiFiD (Netherlands)**

If your dispute is eligible for mediation by the Dutch Authority for the Financial Markets (AFM), their complaints procedure is available here - [Link](#)

Should your complaint not be resolved to your satisfaction you may wish to engage the Netherlands Financial Services Complaints Tribunal.

**Klachteninstituut Financiële Dienstverlening (Kifid)**

Postbus 93257

2509 AG, DEN HAAG

Telephone: 070-333 8 999

[www.kifid.nl](http://www.kifid.nl)