



BANK FRICK

Complaints management of Bank Frick & Co. AG

Valid from 1 January 2018

We attach great importance to ensuring that our clients and business partners are satisfied with our services.

Should you be dissatisfied with one of our services despite our best efforts, you can either get in touch with your personal advisor or contact the Bank's Complaints Office directly.

Bank Frick & Co. AG
Landstrasse 14
9496 Balzers
LIECHTENSTEIN

T +423 388 21 21
beschwerde@bankfrick.li

To enable us to attend to your concern correctly and in a timely fashion, we require your contact details (name, address, telephone number and e-mail address) from you, all relevant details relating to the matter at hand, the reason for your dissatisfaction and a description of the issue.

Your complaints will be dealt with as quickly as possible, with all of the involved departments at the Bank being included in the process. Please note that we may possibly forward the data you have provided us to third parties for the handling of the complaint.

Depending on the level of complexity and work involved, the processing of your complaint may take some time. Should it not be possible to address your concern immediately, we will inform you within what time frame you can expect an answer from us.

After your complaint has been dealt with, we will contact you in writing and/or verbally and inform you of the outcome.

If you do not agree with the outcome, you have the option to contact the extrajudicial Conciliation Board in Liechtenstein directly with your complaint. The Conciliation Board is a neutral mediator for the resolution of disputes between clients and banks that can be called on at no cost. Further information in this regard can be found at www.schlichtungsstelle.li.

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