



Download: [complaint form](#)

Complaint registration form

1. Contact details complainant

Title	
Name	
First name	
Company	
Postal address	
Account no. (if available)	
Phone	
Fax	
E-mail	

2. Contact details representative (if relevant)

Title	
Name	
First name	
Company	
Position	
Postal address	
Account no. (if available)	
Phone	
Fax	
E-mail	

3. Information about your complaint

Service/product concerned

Reason for complaint and objective of complaint

Date and signature
of the complaint(s)

Notice:

In order to ensure that your complaint is processed in a timely and efficient manner, we kindly ask you to complete the above items as accurately as possible and to attach relevant documents or evidence. In particular, we would like to ask you to describe the reason for your complaint clearly and comprehensively.

Furthermore, we kindly ask for your understanding that, for the protection of our clients and in order to maintain banking secrecy, we can only disclose information about the contractual relationships with our clients to third parties if we are provided with proof of proper authorization. For this purpose, we must insist on the submission of an original power of attorney.

I hereby consent to the collection, processing and use of my data required within the scope of the complaint process by the complaint management of Hauck Aufhäuser Lampe Privatbank AG ("Complaint Management") for the purpose of timely and efficient complaint handling and agree to the transmission of this data to the said body. This does not imply an extension of the purpose for which the data is used. As part of its duties, Complaint Management is obliged to ensure an appropriate level of data protection, to guarantee that the data is processed for the intended purpose and in a legally permissible manner, and to comply with the principle of confidentiality.

The Complaint Management acts in accordance with the provisions of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data, on the free movement of such data and repealing Directive 95/46/EC, as supplemented by any applicable national law, when collecting, processing and storing personal data and information.

For more information on data protection, please refer to our Privacy Policy which is available upon request at the registered office of Hauck Aufhäuser Lampe Privatbank AG or on our website at <https://www.hal-privatbank.com/datenschutz>.

I have also noted that this consent is voluntary and can be revoked by me at any time with effect for the future.