

# SSBI Complaint Procedure

## Introduction

State Street Bank International GmbH, and its Branches ("SSBI") aim to continually deliver the highest level of service to its customers. We will treat any expression of dissatisfaction impartially, fairly and promptly.

This notice summarizes our complaints handling process for complaints made against SSBI in line with applicable local and EU regulatory requirements, such as MiFID II, but not limited to.

## Submitting a Complaint

If you are dissatisfied with a service or State Street's failure to act in an appropriate manner, you can make a complaint by contacting your usual Client representative and / or the central contact point below. SSBI urges claimants to express any dissatisfaction at best in writing (letter or email).

## Handling your Complaint

Once we have received your complaint, we will send you a confirmation of the receipt within 10 business days and we will indicate a specified timeframe when a response is to be expected. State Street will send you in any way, a final response within two months from the date the complaint is received, except in justified exceptional circumstances. Local regulatory requirements may require stricter response timeframes as the ones indicated above.

Please be assured that State Street aims to resolve the issue as quickly as possible, within a reasonable timeframe, and in a consistent manner.

Your complaint will be investigated by personnel who are independent from the circumstances giving rise to the complaint.

Contact points: [ssbgmbhitalia@pec.statestreet.com](mailto:ssbgmbhitalia@pec.statestreet.com)  
[GmbHItalyComplaints@StateStreet.com](mailto:GmbHItalyComplaints@StateStreet.com)

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