

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. SSSBI urges claimants to express any dissatisfaction at best in writing (letter or email).

Handling your Complaint

State Street Bank International GmbH, Luxembourg Branch defines a customer complaint as a written communication expressing either dissatisfaction with State Street's general level of service and/or a recurring service issue. To ensure concerns or complaints are handled in the most effective manner possible and in accordance with the legal requirements set out in Luxembourg CSSF regulation no 16-07 relating to the out-of-court resolution of complaints, please follow the two steps to register a complaint.

Step 1: Contact State Street Bank International GmbH, Luxembourg Branch directly. You have the possibility to escalate your complaint to the Bank's Authorized Management attention using the following contacts:

State Street Bank International GmbH, Luxembourg Branch
49 Avenue John F. Kennedy
L-1855 Luxembourg
Tel: +352 464 0101

Designated responsible for client complaints

Please contact directly our dedicated responsible for client complaints who will elevate your complaint to the Authorized Management of State Street Bank International GmbH, Luxembourg Branch.

Mr. Fabrice Fagnart, Chief Operating Officer – State Street Bank International GmbH,
Luxembourg Branch.

Email: ffagnart@statestreet.com

Tel: +352 46 40 10 207

Step 2: Contact the Commission de Surveillance du Secteur Financier

The CSSF Regulation 16-07 relating to the out-of-court complaint resolution is available at:

https://www.cssf.lu/wp-content/uploads/RCSSF_No16-07eng.pdf

If within 10 business days after the receipt of the claim you do not have had received at least an acknowledgment of receipt or if within one month after having sent your complaint to State Street Bank International GmbH, Luxembourg Branch's attention you are not satisfied with the answer from the authorized management you can file a request for out-of-court complaint resolution with the CSSF.

<https://reclamations.apps.cssf.lu/index.html?language=en>