

Your satisfaction is important to us

Dear Customer

Thank you for your confidence in us and that you have chosen bank zweiplus ltd financial services. We are totally committed to customer satisfaction. Should we not fulfil your expectations at any time, please allow us to look for a joint solution.

How can you approach us if you have a complaint?

You can send us complaints by post or email as follows at any time:

bank zweiplus ltd
Beschwerdemanagement
Buckhauserstrasse 22
P.O. Box
CH-8048 Zurich
E-Mail: ServiceLine@bankzweiplus.ch

What do we need to enable us to process your complaint quickly and thoroughly?

Please state your customer number and your current contact details. Describe the circumstances which gave rise to your complaint as precisely as possible (who did what where when and why?). Insofar as your complaint concerns an order, you should state the date and the content of your order. Please also let us know the precise nature of your complaint (what do you wish for yourself?).

What happens after your complaint has been received?

We want you as a customer to be satisfied with us. Our aim is therefore to clear up your concern as quickly as possible. Your complaint is recorded centrally and reviewed by our complaints management office, and your intermediary or further specialists are involved as necessary.

If we can solve your concern immediately you will receive a prompt reply from us. Should processing your complaint require more than five working days following receipt by complaint management in individual cases, you will receive a confirmation of receipt from us in which we inform you of the reason for the delay, the foreseeable processing time and the contact person who is responsible for you.

In our reply, we state the result of the audit and make a proposal for settling the complaint amicably.

What alternative processes exist?

Should we not have found a satisfactory solution for you, you still have the option of contacting the following body:

Swiss Banking Ombudsman
Bahnhofplatz 9
P.O. Box
CH-8021 Zurich

Your bank zweiplus ltd