

Your satisfaction is our top priority

Bank Alpinum AG has a vested interest in ensuring that its clients are completely satisfied with our products and service. We personally work with each individual client to provide expert advice, and we are committed to making sure that our services are tailored to precisely meet your needs.

However, if you should have a reason to complain about the services provided by Bank Alpinum AG, your complaint will be dealt with urgently and diligently. To inform us of any area of our service with which you are not fully satisfied, you can call, write, or visit us in person. There is also a dedicated e-mail address that you can use to contact us directly.

In order to process your complaint, we require the following information:

- Reason for complaint
- Relevant service/product/person
- The times during/at which the reason for complaint occurred
- Your full contact details

You can reach us at:

Bank Alpinum AG
Austrasse 59
Postfach 1528
LI-9490 Vaduz
Fürstentum Liechtenstein
Telephone +423 239 62 11
Fax +423 239 62 21
E-mail: beschwerde@bankalpinum.com

You will receive written correspondence from us once we have reviewed your complaint. If your complaint involves more complex circumstances that require further investigation, the processing of your complaint by our staff and, if necessary, external experts, may take longer. You may of course also use the services of the Conciliation Board for financial services (www.schlichtungsstelle.li), a neutral organisation that provides conflict mediation services free of charge.

We greatly value your trust and your satisfaction with the service we provide. Please contact us should you have any questions.

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