

Complaints handling KBC Securities Services

Do you have a complaint relating to the services provided by KBC Securities Services?

If you are a client or prospective client and you have a complaint relating to the services provided by KBC Securities Services, please address this complaint in writing to the competent complaints department:

For KBC Securities Services : E-mail:

Customersupport@kbc.be

Postal address:

KBC Securities Services Customer Support (VEF) Havenlaan 2 – Avenue du Port 1080 Brussels

You must provide all the necessary details with your complaint.

Upon receipt of your complaint, you will receive an acknowledgement of receipt. The complaint will be preliminary examined and, if possible, you will be informed of an indicative time frame within which you can expect a reply. This is strongly dependent on the complexity of the issue and the need to carry out searches in the systems (including log files).

Complaints are handled under the supervision of KBC Securities Services' Complaints Handling Officer. The Complaints Handling Officer has full access to complaints and ensures that they are handled in the best possible way and as quickly as possible. If you have any questions about how complaints are handled, please e-mail them directly to complaints_securedservices@kbc.be.

The answer to your complaint will be fully explained.

If you do not agree with the reply to your complaint, you can contact to the Belgian ombudsman service for financial conflicts by post at Ombudsfin vzw, North Gate II, Albert II-laan 8 bus 2, 1000 Brussels, by fax on + 32 2 545 77 79 or by e-mail at ombudsman@ombfin.be.

The procedure with this independent ombudsman is free of charge and is described on the website www.ombudsfin.be. You can also opt to take your complaint to the competent court of law, though court proceedings of this type may cost you money.