

Following completion of the merger of UBS AG and Credit Suisse AG, Credit Suisse AG's business was transferred to UBS AG, and Credit Suisse AG ceased to exist. At this time however, the two entities did not operationally merge and, as a result, we continue to have two sets of operational infrastructure and processes during this transitional period.

Consequently UBS AG is now the sole parent entity and all direct subsidiaries of Credit Suisse AG have become direct subsidiaries of UBS AG, and all branches of Credit Suisse AG have been absorbed into existing or established as new branches of UBS AG (as the case may be). As such, Credit Suisse AG's branches have been renamed as UBS Branches, with the exceptions of Credit Suisse AG, Taipei Securities Branch and Credit Suisse AG Shanghai Branch.

Click here for the latest updates on how we continue to serve clients
(<https://www.ubs.com/global/en/investment-bank/about-us/parent-bank-merger.html>).

Credit Suisse (Deutschland) AG Complaints Procedure

If you are not entirely satisfied with our services, please let us know as soon as possible. We will aim to put matters right as soon as we can. If possible, we will take all necessary measures to resolve the problem and try to make sure that this problem will not occur again.

To most practical approach to resolve a problem is to reach out to your usual points of contact under the contact data you already have.

Alternatively, you can file a written complaint with Credit Suisse (Deutschland) AG under the following address:

Credit Suisse (Deutschland) AG
Compliance Department
Taunustor 1
60310 Frankfurt am Main

If you are a consumer pursuant to sec. 13 of the German Civil Code (Bürgerliches Gesetzbuch), you can call also file complaints with the Ombudsman for Private Banks (Ombudsmann der privaten Banken), the Federal Financial Supervisory Authority (BaFin) or the German Federal Bank (Deutsche Bundesbank).

1. Ombudsman for Private Banks (Ombudsmann der privaten Banken)

By Mail:

Bundesverband deutscher Banken e.V.
Kundenbeschwerdestelle
Postfach 04 03 07
10062 Berlin

By Phone:

+49 (0)30 1663-3166

By Fax:

+49 (0)30 1663-3169

By E-Mail:

ombudsmann@bdb.de

The procedure, as well as all the relevant information, can be found on the internet at www.bankenombudsmann.de.

2. Federal Financial Supervisory Authority (BaFin)

Pursuant to sec. 4b of the German Federal Financial Authority Act (Gesetz über die Bundesanstalt für Finanzdienstleistungsaufsicht), consumers may contact the Federal Financial Supervisory Authority to file a complaint. For more information about the procedure for complaints, please visit: <https://www.bafin.de>.

Bundesanstalt für Finanzdienstleistungsaufsicht
Graurheindorfer Straße 108
53117 Bonn
Phone: +49 (0)228 4108-0
Fax: +49 (0)228 4108-1550
E-Mail: poststelle@bafin.de

3. German Federal Bank (Deutsche Bundesbank)

As a consumer mediation body, the German Federal Bank is only formally entitled to handle complaints if none of the aforementioned other mediation bodies is.

Deutsche Bundesbank
-Schlichtungsstelle-
Postfach 11 12 32
60047 Frankfurt am Main

Building address:
Taunusanlage 5
60329 Frankfurt am Main

Phone: +49 (0)69 2388-1907
Fax: +49 (0)69 709090-9901
E-Mail: schlichtung@bundesbank.de
Internet: www.bundesbank.de