

**Danske Bank A/S**  
**Holmens Kanal 2-12, 1092 København K**  
**Denmark**

November 2021

**Information regarding complaints handling**

We see it as an important task is to find a good and quick solution to your complaint. Therefore, we have competent advisers who are dedicated to handling complaints. Eight out of ten complaints are resolved within two working days, and more than half are resolved in one day.

You can use this [link](#) to send us a complaint questions, praises and complaints Questions, praise and complaints (danskebank.dk). Alternatively, you can send your complaint in an email to [danskebank@danskebank.dk](mailto:danskebank@danskebank.dk)

Once we have acquired good insight into your situation, we agree with the branch manager in your branch how they will solve the problem. The branch will typically be responsible for entering into a dialogue with you about the further process – with special focus on ensuring continued good collaboration between us.

There is nothing we want more than to have happy and satisfied customers. And we do our best to give you a fair treatment when you are dissatisfied with our advice. The bank's management will be kept up to date on the type of complaints – and we regard the knowledge that we acquire based on your complaint as valuable input to improve our work and activities, so that you and our other customers will have the best possible experience.

If you still disagree with us or are not satisfied with the outcome of your complaint to the bank, you may contact Complaint Management Function, which is in charge of handling customer complaints. The address is Danske Bank, Complaint Management Function, Holmens Kanal 2-12, DK-1092 København K, [klageservice@danskebank.dk](mailto:klageservice@danskebank.dk).

Other complaint options

If you are dissatisfied with the outcome of your complaint, you may submit a complaint to the Danish Complaint Board of Banking Services (Pengeinstitutankenævnet), Amaliegade 8 B, 2., Postboks 9029, DK-1022 København K, [pengeinstitutankenaevnet.dk](http://pengeinstitutankenaevnet.dk)

You may also complain about a product or service bought from us to the Danish Competition and Consumer Authority's Centre for Complaint Resolution (Konkurrence- og Forbrugerstyrelsens Center for Klagerløsning), Carl Jacobsens Vej 35, DK-2500 Valby. Send the complaint to the Centre for Complaint Resolution at [forbrug.dk](http://forbrug.dk) (only in Danish).

## **Complaints at EU level:**

It is also possible to file complaints at EU-level. Please find more information on the European Commission website: [https://ec.europa.eu/info/about-european-commission/contact/problems-and-complaints/complaints-about-breaches-eu-law/how-make-complaint-eu-level\\_en](https://ec.europa.eu/info/about-european-commission/contact/problems-and-complaints/complaints-about-breaches-eu-law/how-make-complaint-eu-level_en)