

Principles for complaints handling

Client satisfaction is a top priority for Prime Capital. For this reason, Prime Capital has established a complaints office which can be contacted by all clients in the case they wish to make a complaint.

The Federal Financial Supervisory Authority (BaFin) defined a complaint as any statement of dissatisfaction that a client within the meaning of section 67 (1) of the WpHG or a potential client (complainant) addresses to an investment services enterprise relating to its provision of an investment service or an ancillary investment service.

Complaints can be submitted in German or English language including a short description of the issue and the name of the applicant. The communication of the complaints can be sent by post or by email to the following address:

Prime Capital AG
Bockenheimer Landstr. 51-53
60325 Frankfurt am Main
Compliance@primecapital-ag.com

We will contact you immediately. Should the processing of your complaint take a longer time, you will receive interim information from us.

Complaints will be processed free of charge.

Clients can turn to the arbitration office set up at BaFin at any time for alleged violations of the Kreditwesengesetz (KWG):

Schlichtungsstelle bei der
Bundesanstalt für Finanzdienstleistungsaufsicht
Referat ZR 3
Graurheindorfer Straße 108
D-53117 Bonn

Fax: 0228 / 4108-62299

E-Mail: schlichtungsstelle@bafin.de