

Private
Bank

We value
your feedback

Barclays Bank (Suisse) SA



We are committed to providing a high standard of service to all of our clients. However, we do recognise that on occasions we may fall short of the service levels to which we aspire.

The following leaflet explains what you need to do if you are not satisfied with any aspect of our products or services.

We welcome your feedback, as it helps us improve our overall service.

How to provide your feedback/raise a complaint

You can contact us in person, in writing, by email or by telephone.

You can contact your Private Banker or Relationship Manager in person or via their direct contact details. Alternatively, you can contact the Client Services Team or the General Manager at:

Barclays Bank (Suisse) SA
Chemin de Grange-Canal 18-20
PO Box 3941
1211 Geneva 3
Switzerland

Telephone:

+41 (0)22 819 5112

Contact by email

If you contact us by email, we will normally respond to you by letter but we may also choose to respond by return email or by telephone.

Please note: Electronic communications are not secure and personal data circulated electronically cannot benefit from the confidentiality protections offered by Swiss law.

Information you need to provide

To help us investigate and resolve your inquiry/complaint as quickly as possible, please provide the following information:

- your name and address
- any client reference number
- a clear description of your inquiry/complaint
- copies of any relevant documents/information
- a daytime telephone number where we can contact you
- preferred times to be contacted

How we will handle your inquiry/complaint

We will try to revert back to you with our answer as quickly as possible. The first step is for us to be clear about the nature of your inquiry/complaint, and to identify what we can do to resolve the issue.

We will keep you informed of the progress as our investigation continues and will aim to provide a resolution within 4 weeks. However, if we are unable to complete our investigation within this timeframe, we will provide you with a further update to inform you on the progress and expected resolution time.

If you are still not satisfied...

We aim to resolve all inquiries/complaints as quickly as possible and to the complete satisfaction of our clients. If you are not satisfied with our response, please let us know and we will work with you to agree an appropriate way forward.

If you are still not happy, you can refer your inquiry/complaint to the Swiss Banking Ombudsman who can be contacted at:

Swiss Banking Ombudsman
Bahnhofplatz 9
PO Box 1818
CH-8021 Zurich

Telephone (8.30 – 11.30am):

+41 (0)43 266 1414 for German and English

+41 (0)21 311 2983 for French and Italian

Fax: +41 (0)43 266 1415

www.bankingombudsman.ch

Barclays offers private banking products and services to its clients through Barclays Bank PLC and its subsidiary companies.

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