

# Complaint form

to file a complaint with INFIBA Vermögensverwaltungs AG,

Paulusgasse 12, CH-4051 Basle, Switzerland

E-mail address: [info@infiba.ch](mailto:info@infiba.ch)

## 1. Complaining party

Name / first name

Address, post code,  
town of residence

Country of residence

E-mail address

Date of complaint

## 2. Subject of complaint

- ☐ portfolio management ☐ other consulting
- ☐ acceptance and forwarding of orders regarding one or more financial instruments
- ☐ securities and financial analysis or general recommendations in any other form that concern transactions with financial instruments
- ☐ execution of orders on the customer's behalf
- ☐ breach of data security
- ☐ other complaints \_\_\_\_\_

Description of the asserted breach of duty by INFIBA:

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### 3. Claim of the complaining party towards INFIBA

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### 4. Information on the procedure

If possible, the complaint should be submitted electronically to the e-mail address given above. INFIBA will take every effort to collect and examine all relevant evidence and information concerning the complaint. The complaining party will receive a statement concerning their complaint within 20 days.

The complaining party has the option to also bring the matter before the Swiss Conciliation Board, whose contact details are given below. However, it is recommended to wait for the statement from INFIBA before doing so.

Ombudsman for financial service providers FINOS	phone	+ 41 44 552 08 00 (g/e)
www.finos.ch (g/e/f/it)	email	info@finos.ch

The Conciliation Board is neither a court of law nor does it have any power to impart justice. It does however promote talks between the parties and proposes a possible solution to them. Since the parties are not bound by the Conciliation Board's proposal, they are free to accept it or to take other measures, such as legal action.

### 5. To be filled in by INFIBA

Date on which the customers complaint was received:	
Date on which the answer to the complaining party was sent:	
Result of processing the complaint:	