



Client satisfaction is important to us.

Dear clients,

Ensuring that you are satisfied with our services has the highest priority for us.

If you should nevertheless have reason to complain, please let us know. The simplest way is to submit any complaints online. That will ensure they are routed directly to the correct person. You can find our online form at <https://www.fpm-ag.de/en/contact/general-contact/>

Alternatively, you can contact us

- by phone: + 49 (0) 69 79 58 86 – 0
- by fax: + 49 (0) 69 79 58 86 – 14
- in writing: Please send letters to: FPM AG  
Complaints Management / Compliance  
Freiherr-vom-Stein-Str. 11  
60323 Frankfurt am Main, Germany

We will deal with your complaint without delay. You will normally receive a reply from us within a week. If we cannot resolve the matter directly, we will send you confirmation of receipt. In such cases, we tell you who you can contact and how long we expect processing your complaint will take.

We handle every complaint individually and carefully examine any issues raised by you with the aid of an in-house investigation. You will receive an interim notification if we need longer to reply.

We conduct a thorough investigation of all complaints. Our aim is to find a fair solution. We will either inform you of the outcome in writing, or discuss it with you personally.

It may not always be possible to find a solution that you find satisfactory. You also have the option of taking your complaint to the Federal Financial Supervisory Authority (BaFin):

Federal Financial Supervisory Authority (BaFin)  
Graurheindorfer Str. 108, 53117 Bonn, Germany or  
Marie-Curie-Str. 24-28, 60439 Frankfurt am Main, Germany  
Phone: +49 (0) 228 4108 – 0  
Fax: +49 (0) 228 4108 – 1550  
Email: [poststelle@bafin.de](mailto:poststelle@bafin.de)  
<http://www.bafin.de>

Kind regards,  
FPM AG