

# Complaints Handling Process GTS Bank of America Europe Designated Activity Company Athens Branch

Dear Customer

Bank of America Europe Designated Activity Company Athens Branch is committed to the highest ethical and professional standards and to always provide its services to your fullest satisfaction.

In the event of issues please contact your Dedicated Service Director.

## How to file a complaint?

Should the issue not be resolved and you wish to file a complaint you can contact your Dedicated Service Director in the same manner as usual or contact our Complaints Handling Function.

The Complaint Handling Function for the GTS business is provided by Bank of America N.A London. The Complaints Handling Function is responsible for monitoring, investigating and resolving complaints logged in the complaints system and ensuring client communication on progress and action steps is sent to the client.

Bank of America N.A London  
FAO: Complaints Handling Function  
26 Elmfield Road,  
Bromley,  
Kent BR1 1LR,  
United Kingdom  
Email: [gtsclientcomplaints@baml.com](mailto:gtsclientcomplaints@baml.com)  
Telephone: +44 (0) 20 7573 2375 Fax: +44 (0) 208 695 3098

All complaints which are received locally in Athens are forwarded to the relevant Complaints Handling Function and dedicated Service representative in Client Services in London who will handle the complaint in accordance with the complaints management process for GTS.

Any complaints has to concern a business relationship with the Bank of America Europe Designated Activity Company Athens Branch. A complaint can be submitted at any time unless it refers to a claim that has been time barred at the time of filing. There is no threshold involved to prevent submission of a customer complaint.

You will receive a confirmation that your complaint has been received within 3 working days. We aim to resolve any complaints and provide you with a comprehensive reply within 15 working days. Should it not be possible to respond within this time period, you will receive a communication explaining the delay. A final response will be provided at the latest within 30 working days of receipt of the original complaint.

The Complaints Handling Function will review the complaint and will respond including the results of the investigation as well as where necessary the steps that will need follow to resolve the matter and the time period which those will be taken.

If no resolution of the issue can be achieved or it is in your view not possible to resolve the matter by using this process, you have the option to address this via alternative dispute resolution.

If you are not satisfied with the Customer Complaint Service response, you may submit your complaint to the Hellenic Financial Ombudsman in writing no later than one (1) year from the date of submission to the service provider, by completing the Complaint Form, which can be found in Hellenic Financial Ombudsman's brochure or website ([www.hobis.gr](http://www.hobis.gr)) and submitting all the relevant documents.