

Complaint process

Our aim is to offer you the products and services that meet your needs, delivered to the standard you would expect. If we do not meet your expectations, please tell us. We aim to ensure any concerns you have will be dealt with promptly and fairly.

How to reach us

Should you wish to submit a complaint, your Relationship Manager or Client Service Officer is available to deal with any questions, concerns or complaints you raise. Outside of routine meetings you can contact your Relationship Manager or Client Service Officer via email, telephone or by mail. You may also direct your concerns to the address below:

Deutsche Bank Wealth Management
Attn: Head of Wealth Management Compliance
1 Columbus Circle , 18th Floor
New York, NY 10019
1-800-701-4094

Information we need from you

To enable us to fully investigate your complaint, please provide us with the following information:

- The date the issue occurred
- The account, product and service, and our branch/entity relating to the complaint
- What occurred and how you have been affected

What you can expect from us

We will undertake all reasonable efforts to investigate and resolve the matter and we will respond to your complaint within a reasonable timeframe. If we are not able to resolve your complaint promptly, we will send you updates of progress until resolution. When we do resolve the matter we will outline to you the details and outcome of our investigation. If you are dissatisfied with our resolution of the matter, you may have the right to refer the complaint to the regulatory or self- regulatory agency that relates to the account you hold with us.

New York Residents

Deutsche Bank is exempt from the requirement to register with the Superintendent of the New York State Department of Financial Services. Complaints may be submitted to the New York State Department of Financial Services by contacting the New York State Department of Financial Services Consumer Assistance Unit at 1-800-342-3736 or by visiting the Department's website at www.dfs.ny.gov. You can obtain further information from the New York State Department of Financial Services by calling the Department's Consumer Assistance Unit at 1-800-342-3736 or by visiting the Department's website at www.dfs.ny.gov.

For Mortgage Customers

1-800-701-4094

Fax: 1-847-574-7659

Monday – Friday

8:00am – 8:00pm EST

“Deutsche Bank” means Deutsche Bank AG and its affiliated companies. Deutsche Bank Wealth Management represents the wealth management activities conducted by Deutsche Bank AG or its subsidiaries. Clients are provided Deutsche Bank Wealth Management products or services by one or more legal entities that are identified to clients pursuant to the contracts, agreements, offering materials or other documentation relevant to such products or services. Brokerage services are offered through Deutsche Bank Securities Inc., a broker-dealer and registered investment adviser, which conducts securities activities in the United States. Deutsche Bank Securities Inc. is a member of FINRA, NYSE and SIPC. Banking and lending services are offered through Deutsche Bank Trust Company Americas, member FDIC, and other members of the Deutsche Bank Group.