

Your concerns are our concerns.

All employees of UniCredit Leasing (Austria) GmbH are committed to provide you with the best possible service and advice.

If you have any concerns, please contact us directly. Each complaint is documented by us in a database. This ensures that we do not lose track of them and that we can trace the handling of the matter.

- We take every complaint seriously and deal with it factually and objectively.
- We make every effort to deal with your concern quickly, within two working days if possible. Some requests take a little longer to be resolved. However, you will receive information on how to proceed after two working days at the latest.
- If you would like to share feedback with us, please proceed as follows:
 - By telephone:
At the ombudsman's office – Tel.: 050505-63233.
 - By e-mail:
To the office that is in charge of your request or to leasing.ombudsstelle@unicreditgroup.at.

Alternatively, following institutions are available to you for submitting your complaint:

- Joint Conciliation Board of the Austrian Banking Industry (*Gemeinsame Schlichtungsstelle der Österreichischen Kreditwirtschaft*) (www.bankenschlichtung.at) for all banking transactions (except foreign currency loans), Wiedner Hauptstraße 63, 1045 Wien - Tel. +43 1 505 42 98, Fax: +43 5 90 900 118337, office@bankenschlichtung.at
- Arbitration for consumer transactions (*Schlichtung für Verbrauchergeschäfte*) (www.verbraucherschlichtung.at) for disputes that do not fall under the jurisdiction of the above arbitration boards.
- Austrian Financial Market Authority (*Österreichische Finanzmarktaufsicht*) - FMA - for all banking transactions. You can find detailed information regarding complaints on the homepage of the FMA <http://www.fma.gv.at> (complaints and consumer inquiries).