

CUSTOMER SERVICE

ACCI Partners customer service has as object to address and resolve complaints and claims submitted by its clients, as established in the Orden ECO 734/2004, March 11th, about the Departments and Customer Service Services and the Customer Protector of the Financial Institutions, Published in BOE nº72 of March 24th, 2004

Functions

The service has the function of protection and tutelage of the rights and interests of the Entity's clients as a consequence of their relationship with it.

The following functions will be the responsibility of the service:

- a) Get to know, analyze and resolve the complaints and claims that the clients may have regarding the financial operations or services and, in general, with respect to their relations with the Entity. It is also the commitment to know, study and solve the issues that the Entity itself submits regarding its relations with its clients.
- b) Formulate, present and submit reports, proposals and recommendations to the Entity in all the aspects that are within its competence and that, in its assumption, may favor good confidence and relations that must exist between the Entity and its clients.

The Entity has the obligation to resolve and attend the complaints within a maximum period of two months of its presentation.

For more information, you can consult the Regulation for the defense of the client in the following link:

<https://www.cnmv.es/portal/verDoc.axd?t={138cf50b-6852-4750-977a-b9b16ba0c516}>

How to claim:

<http://www.cnmv.es/portal/Inversor/Como-Reclamar.aspx?lang=en>

Address

Serrano Street 93, 7C · 28006 Madrid

+34 91 052 12 26

info@accipartners.com