



UNION BANCAIRE PRIVÉE

Complaints and feedback

At UBP Singapore we strive to provide our clients with the highest level of customer service and satisfaction. If you are nonetheless dissatisfied with any aspect of the service you have received from us, please let us know and we will endeavour to resolve your complaint fairly, reasonably, and in a timely manner.

In the first instance, please contact your relationship manager, by telephone, email or letter. Alternatively, you may also write to us via ClientserviceSG@ubp.com. When we receive your complaint, we will write back to you to acknowledge it and will then investigate your concerns. If you have additional information or documents that are relevant, please provide them to assist in our inquiry. Once our process is complete, we will write to you with a formal response.

If we fail to resolve your complaint to your satisfaction, you have the right to refer it to the Financial Industry Disputes Resolution Centre Ltd (FIDReC), an institution specialising in settling disputes between consumers and financial institutions amicably and fairly. The contact details of the FIDReC are:

- Address: 36 Robinson Road, #15-01, City House, Singapore 068877
- Telephone: (65) 6327 8878 ; Fax: (65) 6327 8488 / (65) 6327 1089
- Email: info@fidrec.com.sg
- Website: www.fidrec.com.sg

[For more information on the scope of complaints that can be heard at FIDReC, please refer to the FIDReC website for details.](#)