

# **Guidelines of the GSCF Working Capital Bank GmbH for the processing of complaints**

As of 10.03.2026

## **To handle the complaint, we need the following information:**

- Complete contact details of the complainant (name, address, telephone number, e-mail address)
- Description of the facts; Wording of the request or what should be achieved with the complaint (e.g. troubleshooting, improvement of services, clarification of a disagreement)

## **Procedure**

- The complainant receives an acknowledgment of receipt within three days, provided that the clarification of the facts cannot take place immediately. Depending on the complexity of the complaint, it will be answered as quickly as possible, but no later than 14 days after receipt of the complaint.
- If GSCF WCB GmbH has made a final decision but fails to fully comply with the complainant's claims, the complainant will receive a reasonable justification.
- All incoming complaints are registered electronically.

## **Further and independent body for the clarification of complaints**

If the background to the complaint is a possible violation of regulations or statutory standards, you can also address the complaint directly to the Federal Financial Supervisory Authority in Germany:

Bundesanstalt für Finanzdienstleistungsaufsicht  
Graurheindorfer Straße 108  
53117 Bonn  
Germany

Please note that your personal data will be processed in accordance with GSCF Privacy Notice available at this website. When submitting your complaint, you therefore acknowledge and understand that your personal data will be processed in accordance with the above-mentioned Privacy Notice. Should you have any questions regarding the processing of your personal data by GSCF, please contact us at: [privacy@gscf.com](mailto:privacy@gscf.com).