



Rabobank



We value your opinion

Rabobank Complaints process

At Rabobank, each of our clients are important to us and we pride ourselves on providing fair, swift and courteous service at all times. Despite our efforts, there may be times when we may not meet your expectations. If this happens, we need to know. Your feedback helps us understand your needs so that we can improve our service and do things better.

What you can do

Contact your relationship manager

If you have a complaint¹, please contact your relationship manager first and inform him/her about your concern. He/she will do the utmost best to resolve your concern promptly.

Contact us online

It is also possible to fill in the complaints form on Rabobank.com – Contact – Give feedback. For instance if you do not have a relationship manager.

¹ Rabobank considers a complaint as a communication from a (potential) customer that expresses any dissatisfaction with the services obtained from Rabobank or the complaints handling process itself.

What you can expect

For matters that cannot be resolved immediately, we will send you a written acknowledgement within 2 business days confirming receipt of your complaint.

Your complaint will be investigated and we will obtain additional information from you as necessary. We will also determine whether the complaint should be upheld, and (if appropriate) determine any remedial action and/or redress. We will keep you informed on the progress and the measures undertaken from our end in resolving your complaint. We expect to provide you with a response promptly but ultimately within 8 weeks following the day we received your complaint.

If the complaint is resolved to your satisfaction, we will send you a final response or a response explaining why we are not in a position to provide you with a final response.

If we cannot reach a resolution together

If you are dissatisfied with the ultimate resolution we propose, you can:

- Proceed with civil action/out of court settlement;
- Reach out to the Financial Ombudsman Service (FOS), if applicable. In our final response we will provide you with the FOS contact details in your country.

Data Protection Complaints Procedure

Rabobank aims to fully comply with its obligations under privacy and data protection regulation. The privacy statement on www.Rabobank.com will answer most of your questions about the processing of personal data by Rabobank.

If you have any questions or concerns regarding Rabobank's management of personal data including your right to access data about yourself, please contact us. This also applies when Rabobank holds inaccurate information about you.

Your questions or concerns are being resolved without undue delay but within timelines of (local) data protection regulation.

If you are dissatisfied with our response, the Privacy Officer will provide you with the contact details of the independent body that oversees the data protection regulation in your country or seek civil redress.

We value our relationship

At Rabobank we value our relationship and we aim to provide you and our other clients with the best possible service. Your feedback, suggestions and even complaints help us to improve our services and is therefore the highest value to us. We thank you for your time and for your trust in Rabobank.