

**Joint Conciliation Board
of the Austrian Banking Industry**

Wiedner Hauptstrasse 63, A-1045 Vienna

Phone: +43/1/505 42 98

Fax: +43/1/505 44 74

E-mail: office@bankenschlichtung.at

Declaration

I (= customer) am aware of the fact that for the purpose of filing a complaint with the Joint Conciliation Board of the Austrian Banking Industry a declaration must be made in order to open and conduct complaint proceedings.

Accordingly, I confirm that I am familiar with the rules of procedure relevant to such proceedings and that I acknowledge the fact that proceedings will be conducted only in accordance with and subject to those rules.

For the purpose of such proceedings I hereby expressly release the bank concerned from its banking secrecy obligation vis-à-vis the Joint Conciliation Board and the sectoral and regional conciliation boards and authorise the bank to provide the Joint Conciliation Board as well as the sectoral and regional conciliation boards with all information related to the business relationship with the said bank and to provide copies of documents for the proceedings. At the same time, I authorise the said bank in accordance with the Data Protection Act 2000 for the purpose of these proceedings to transfer the data relevant to the proceedings to the said conciliation boards. Furthermore, I authorise the Joint Conciliation Board to use the data relevant to the proceedings within the scope of the rules of procedure.

Moreover, I confirm that I have already tried to reach an agreement with the bank affected by the complaint.

I acknowledge that the proceedings before the Conciliation Board serve the purpose of reaching an amicable settlement or obtaining a decision from the ombudsperson; that is why I will not claim dilatoriness or expiration or continuation of the statutory period of limitation or similar periods of time in future court proceedings, if any, with regard to the time needed for the proceedings before the Conciliation Board.

I acknowledge that in the event of a partial or total revocation of this declaration the proceedings before the Conciliation Board shall immediately be discontinued.

The address advised by me shall be the service of process address for the entire duration of the proceedings.

I acknowledge and accept that the activity of the Conciliation Board and of the ombudsperson is a free-of-charge service which may be used for a small cost contribution. Neither the ombudsperson nor the staff of the Conciliation Board shall be liable vis-à-vis the petitioner for their activities.

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Place, date

.....
Signature
(company signature)

Name:	
(Service of process) address:	
Customer of: (bank)	
Identification of the affected account (account number):	
Phone number:	
Fax number, if applicable:	
E-mail, if applicable:	

