



**bankenschlichtung  
oesterreich**  
Gemeinsame Schlichtungsstelle  
der Österreichischen Kreditwirtschaft

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## **Declaration**

I have filed a complaint with the Joint Conciliation Board of the Austrian Banking Industry (hereinafter referred to as the JCBABI).

I hereby confirm that I have previously tried to reach an agreement with the credit institution that is subject of the complaint.

I have been provided and am aware of the rules of procedure followed by the JCBABI. In particular, I understand that participation in proceedings is voluntary and the parties to the proceedings are free to discontinue the proceedings at any time. Representation or support by lawyers or third parties is admissible at any stage of the proceedings, although not mandatory.

I also understand that the following declaration must be submitted in order to file, open and conduct complaint proceedings with the JCBABI.

**For the purpose of such proceedings, I hereby expressly relieve the credit institution that is subject of the complaint from its banking secrecy obligation towards the JCBABI and authorise the bank to provide the JCBABI with all the information relating to the business relations entertained with the referenced bank and to make available copies of documents for the proceedings.**

**For the purpose of these proceedings, I further authorise the credit institution in accordance with the General Data Protection Regulation (GDPR) to transmit to the Conciliation Board the data that is relevant to the proceedings.**

**Furthermore, I authorise the JCBABI to use the data relevant to the proceedings within the scope of the rules of procedure.**

I understand that I am entitled to revoke any of the declarations of consent I submit, independently of one another. For this purpose, I need to contact the above-indicated address or the data protection officer of the Austrian Federal Economic Chamber at [dsb@wko.at](mailto:dsb@wko.at). In the event of partial or total revocation of this declaration, the proceedings before the Conciliation Board shall be immediately stayed.

I understand that the purpose of proceedings before the JCBABI is to reach an amicable settlement. In any future court proceedings, I will therefore not claim expiration or continuation of the statutory period of limitation or similar periods of time during the time needed for the proceedings before the Conciliation Board.

I have been advised that taking part in Conciliation Board proceedings is free of charge.

The address I indicated shall be the service of process address for the entire duration of the proceedings.

Neither the ombudsperson nor the staff of the Conciliation Board shall have any liability to the petitioner for their action.

I have read and understood the Privacy Statement of the Joint Conciliation Board of the Austrian Banking Industry.

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**City/town, date**

**Signature  
(Company signature)**

Name:	
Date of birth:	
(Service of process) address:	
Credit institution / other institution acc. to sec. 1 Austrian Banking Act (BWG)	
Name of the affected account (IBAN):	
Telephone number:	
Fax number, if available:	
E-mail, if available:	