

# Korea Development Bank London Branch

## Complaints Handling Policy

### 1. Introduction

This document summarises the complaints handling procedure for The Korea Development Bank London Branch (“KDB London” or “we”). We aim to ensure that we treat our clients fairly and provide a high standard of service to our clients at all times. However, there may be instances where you are dissatisfied with the products or services that has been provided. To put the matter right, we have a complaints procedure which we use to investigate and resolve all complaints from clients and potential clients.

### 2. Procedure

KDB London treats all complaints from clients and potential clients fairly and promptly and in compliance with legal and regulatory requirements. We will endeavour to:

1. Acknowledge and respond to your complaint;
2. Investigate and assess your complaint fairly and promptly;
3. Notify you about our assessment of your complaint;
4. Offer remedial action where appropriate;
5. Comply promptly with any offer of remedial action accepted by you;
6. Refer you to official bodies, where applicable, who may review your complaint if you still remain dissatisfied.

### 3. Contact

Should you or a third party acting on your behalf wish to make a complaint, please contact your direct contact at KDB London or alternatively you can send your complaint to our Compliance department by either:

1. Postal Address: The Korea Development Bank London Branch, Gate 1, Units 1-3, Manor Point, Manor Way, Borehamwood, WD6 1EU, United Kingdom<sup>1</sup>
2. Email: [londoncompliance@kdb.co.kr](mailto:londoncompliance@kdb.co.kr)

For Retail Clients and Elective Professional Clients you may refer a complaint to the Financial Ombudsman Service (FOS) if you remain dissatisfied with our final response. Further information about making a complaint to the FOS can be found on the website at: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

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<sup>1</sup> Please note that the postal address is different from our registered address which is at 22 Bishopgate, London, EC2N 4BQ, United Kingdom