



### **Client care at DHB Bank**

At DHB Bank, we care about our clients. Our business is centered on duty of care towards our clients, therefore we strive to:

- Listen to you carefully to understand what your needs are.
- Communicate with you using a clear language.
- Give you all the information you need to make sound financial decisions.
- Not to offer better conditions to new clients.
- Be informed about your views concerning our services and about your recommendations.
- Fairly resolve any complaint you might have as quickly as possible.
- Continuously train our staff to make your experience with DHB Bank even better.

You may contact us via:

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Telephone: +31(0)10 - 436 91 51