

CUSTOMER SERVICE

Kutxabank has a Customer Service Department. Complaints and claims can be sent to:

Kutxabank. – Customer Service

Apartado de correos 5

48080 Bilbao

The purpose of the Customer Service Department is to resolve complaints and claims that customers could have with respect to the institution, provided that they are made according to that which is established in the Customer Protection Regulations. Claims will be resolved within two months.

In the event of disagreement with the solution presented by the Customer Service Department, or if more than two months have gone by since the claim or complaint was presented without it being resolved, customers may then address the pertinent Financial Supervisors Claims Services, depending on the matter in question.

In order to be able to file a claim with any Claim Service for Financial Supervisors, the claim must first have been presented to the Customer Service Department.

The postal addresses of the Financial Supervisors Claims Services are:

- Banco de España Claims Service, Alcalá 50, 28014 in Madrid
- Investor Services Office of the National Securities Market Commission, Calle Miguel Ángel 11, 28010 in Madrid
- Claims Service of the Directorate General of Insurance and Pension Funds, Paseo de la Castellana 44, 28046 in Madrid