



**EDMOND
DE ROTHSCHILD**

Edmond de Rothschild's commitment to accessibility

From June 28, 2025, the European Accessibility Directive (EAA) is applicable to improve the accessibility of banking products and services.

Recognizing that accessibility is an evolving process, Edmond de Rothschild is dedicated to inclusion by actively working to ensure that its digital platforms and services are accessible.

We will publish information in this section that explains, in clear language, the banking products and services offered by the Bank. This approach aims to make information accessible while ensuring complete and effective understanding. Our goal is to enable every reader to quickly and easily grasp the information presented, all while maintaining its relevance and accuracy.

In the event that you were not satisfied with the accessibility of our services, we invite you to contact your relationship manager or use our [contact form](#).

You have also the option of sending a complaint electronically to your relationship manager or at the following addresses:

Edmond de Rothschild (France)

Service Relation Clientèle
47, rue du Faubourg Saint-Honoré
75008 Paris
France

Edmond de Rothschild (Europe)

Responsable du Traitement des
Réclamations 4 Robert Stumper Street
L-2557 Luxembourg
Luxembourg

To correctly identify your complaint and respond to you in the best possible way, please provide us with the following information:

- Your identity
- Your contact information
- The subject of your complaint
- If applicable, the account number concerned
- A detailed and chronological summary of your problem

An acknowledgement of receipt will be sent to you within 10 working days and a response will follow within a maximum of 2 months.

If your complaint concerns the accessibility of a product or service provided by Edmond de Rothschild Europe (Luxembourg, Belgium, Spain, Portugal, Italy), Luxembourg has appointed the following reference body that you can also contact.

OSAPS - Office de la surveillance de l'accessibilité des produits et services

11, rue Robert Stümper L-2557 Luxembourg-Gasperich
info@osaps.etat.lu

More information on: <https://mfsva.gouvernement.lu/en/le-ministere/attributions/osaps.html>