

COMMISSION de SURVEILLANCE
du SECTEUR FINANCIER

Luxembourg, 29 October 2008

Ms Katalin Baranyi
Mr Herman J. Berge
665, rue de Neudorf
L-2220 Luxembourg

Our/Reference : SG.08/3436-NDE/MR/LTG1090
Your/Reference :
Dispatch: mail

Contact person : Natasha Deloge
Direct dialing : (+352) 26 251 - 329

Re: Your complaint dated 27 October 2008 against Danske Bank International SA

Dear Madam, dear Sir,

We refer to your complaint dated 27 October 2008 against Danske Bank International SA and may inform you that according to article 58 of the Law of 5 April 1993 on the financial sector as amended, the Commission de surveillance du secteur financier (CSSF) is entitled to intervene with respect to disputes between professionals of the financial sector subject to its supervision and their customers with a view to helping the parties to reach an amicable settlement.

In practice, in case the CSSF receives a complaint from a customer of a professional of the financial sector, it intervenes by transmitting a copy thereof to the professional, asking it to comment on the matter. If, after having analysed the professional's position, the CSSF comes to the conclusion that the customer's complaint is unfounded, it will inform the customer and the professional thereof. If it concludes that the complaint is fully or partly justified, it will transmit its opinion to the professional and request the parties to contact each other in order to settle the dispute in the light of the aforementioned opinion.

It should be noted that where handling customer complaints, the CSSF does not act as a judge, i.e. the opinion sent to the professional cannot be considered as binding upon the parties.

Therefore, if the parties subsequently inform the CSSF that they could not settle their dispute amicably, the CSSF will cease its intervention on the basis of article 58 of the law of 5 April 1993 and inform the customer of the possibility he has to take legal action.

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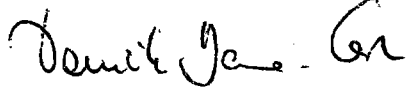
In case you wish our institution to intervene according to article 58 in this matter, we may ask you to give us your authorisation for transmitting your letter of complaint to the professional as well as any documentary evidence and subsequent correspondence.

Yours sincerely

COMMISSION de SURVEILLANCE du SECTEUR FINANCIER



Natasha DELOGE
Attaché de direction 1er en rang



Danièle BERNA-OST
Secrétaire général