



Evropská investiční banka  
Den Europæiske Investeringsbank  
Europäische Investitionsbank  
Euroopa Investeeringispank  
Ευρωπαϊκή Τράπεζα Επενδύσεων  
European Investment Bank  
Banco Europeo de Inversiones  
Banque européenne d'investissement  
Banca europea per gli investimenti  
Eiropas Investīciju banka

Europos investicijų bankas  
Európai Beruházási Bank  
Bank ta' l-Investment Ewropew  
Europese Investeringsbank  
Europejski Bank Inwestycyjny  
Banco Europeu de Investimento  
Európska investičná banka  
Evropska investicijska banka  
Euroopan investointipankki  
Europeiska investeringsbanken

**Secretary General**

EXP BEI - EIB  
011703 29 OCT 10

Luxembourg, 27 October 2010

Dear Sir,

I refer to the message of the EIB Complaints Office (CO) of 22 September 2010 by which you were informed of the extension of the timeframe for the handling of your complaint concerning the noise produced by the new EIB building.

Thank you for bringing this matter to our attention. The EIB CO has conducted an inquiry into the matter and I am confident in providing you with its conclusions report. I trust the latter is helpful in clarifying the issue raised in your letter and remain at your disposal for any further information.

Finally, in line with the recommendation made by the Complaints Office, I would like to inform you that, in case the inconvenient noise is produced again, you may wish to contact the EIB competent services at the following address:

Facilities Management Division  
European Investment Bank  
100, Boulevard Konrad Adenauer  
Luxembourg  
T. -----  
Email: -----

Yours sincerely,

*Enclosure: 1*