

Pier Luigi Gilibert
Chief Executive

Ms

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France

Luxembourg, 23 July 2014

IG/CM/OES/ad

Dear Madame,

I refer to the letter of the EIB Complaints Mechanism of 8 April 2014 informing you of the necessity to extend the timeframe for the handling of the complaint.

The EIB Complaints Mechanism has now completed its inquiry into the matter. I am therefore confident in providing you with its Conclusions Report.

As you will note from the report, the loan to your enterprise is not eligible under the CIP programme (as a personal guarantee was requested as collateral by your bank). Therefore, the EIB Complaints Mechanism is not competent to further investigate your complaint as your complaint seems to concern your lending bank. Further information on the Complaints Mechanism of the EIB Group is available at the following website:
<http://www.eib.org/about/accountability/complaints/index.htm>

Yours sincerely,

Pier Luigi Gilibert

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