



Summary of Complaints Handling Procedure



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Table of Contents

1. Introduction	3
2. Procedure	3
3. Contact	4

1. Introduction

This document summarises the complaints handling procedure for MUFG Bank Ltd (Milan Branch) (“MUFG”).

MUFG is committed to providing a fast and efficient service for its customers (“Clients”). However, there may be instances where you are not satisfied with the products or services we have provided. To address this, we have a complaints procedure which we use to investigate and resolve all complaints from clients, potential clients and counterparties.

2. Procedure

In its relations with Clients, MUFG shall comply with the provisions of Legislative Decree no. 385/1993 (the Italian Banking Law), Legislative Decree no. 58/1998 (the Italian Financial Law) and their implementing measures, as applicable.

In the event of disputes with regard to transactions engaged in with MUFG, the Client may make a complaint to: Complaints Department (“Ufficio Reclami”)

MUFG Bank, Ltd – Milan branch

Via Turati 9

20121 Milano

by fax number +39 0266713600

e-mail to ufficioreclami@ita.mufg.jp.

The complaint must be sent to MUFG in writing by (i) registered letter with acknowledgment of receipt (“Raccomandata a/ r”) or (ii) via telematics, at the above mentioned addresses. The complaint must clearly identify the grounds and reasons for the complaint and must include the signature of the Client, or its legal representative.

We will handle all complaints fairly, fully and in good faith in accordance with applicable provisions and internal arrangements of MUFG.

The Bank will reply within the following terms:

- 15 business days for the response to complaints concerning payment services.
 - However, in exceptional circumstances, a holding response will be sent to the complainant by the end of the 15 business days clearly indicating the reasons for the delay and specifying the deadline the final response letter will be issued; and a final response will be sent to the complainant by the end of 35 business days after the date the complaint was received.
- 60 days of receiving a complaint relating to banking operations and banking and financial services.

If the Client is not satisfied with the response of MUFG, or has not received a response within the stipulated deadline, it can contact:

- one of the alternative dispute settlement systems provided for by law:
 - For Payments complaints and other banking services the ombudsman which can be contacted is the Arbitro bancario finanziario (ABF), and for financial services the ombudsman which can be contacted is the Arbitro per le Controversie Finanziarie (ACF), further information on the ABF and ACF can be found below;
- the judicial authorities.

For general banking claims the out of court system of disputes resolution is the Arbitro bancario finanziario (ABF). The ABF has been operative since 2009. The procedure applies to all bank-client litigation whether or not the client qualifies as a 'consumer'; only clients that are financial intermediaries themselves are excluded. The procedure applies to all disputes relating to rights and obligations regardless of the monetary value of the underlying contractual relationship. However, if the litigated matter includes a request for money, the procedure only applies if the requested sum does not exceed euro 200,000. Information on how the system works and how to submit a complaint is available on the ABF website <https://www.arbitrobancariofinanziario.it/>.

If the dispute is related to financial services the out-of-court system of disputes resolution is the "Arbitro per le Controversie Finanziarie ("ACF")", an organism established and administered by Consob (the Italian supervisory authority on financial markets) by resolution dated 4 May 2016 no. 19602. Disputes between retail Clients and MUFG may be submitted to the ACF's decision provided that the claim refers to an amount not higher than Euro 500,000 and Clients have not initiated other procedures for the resolution of the dispute. Information on how the system works and how to submit a complaint is available on the ACF website <https://www.acf.consob.it/>.

3. Contact

Should you have any questions about this procedure or about a complaint that you have made to MUFG, please do not hesitate to contact us via your relationship manager or via the email address listed above.