



Summary of Complaints Handling Procedure



January 2021

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1. Introduction

This document summarises the complaints handling procedure for MUFG Bank, Ltd., Paris Branch (“MUFG Bank”), which forms part of MUFG. As part of MUFG, MUFG Bank is committed to providing a fast and efficient service for its customers. 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. We will handle all complaints fairly, fully and in good faith.

2. Procedure

Your relationship manager will be the first point of contact for handling your complaint. However, should you wish to address your complaint to another person, you can contact our Compliance Department via email, mail or phone call.

Address: MUFG Bank, Ltd., Paris Branch, Immeuble le Centorial 18, rue du Quatre Septembre, 75080 Paris Cedex02, France

Email: customerteam@fr.mufg.jp

Phone number: +33 1 4926 4927

3. Timeline

1.Payment Services Complaint (any complaint related to a payment service provided by MUFG Bank Paris branch)

- If a complaint can be resolved within 3 Paris Business Days, you will not receive a confirmation letter from MUFG Bank.
- For complaints that cannot be resolved within 3 Paris Business Days, a letter will be sent stating that MUFG Bank will respond to your complaint by 15 Paris Business Days after receipt of the complaint at the latest.
- In exceptional circumstances, a holding response may be sent to you by the end of the 15 Paris Business Day period clearly indicating the reasons for the delay and specifying the date the final response letter will be issued; in which case the final response will be sent to you by the end of 35 Paris Business Days after the date the complaint was received.
- The final response letter should include in a way that is clear, easily accessible and prominent the fact that if you are dissatisfied with the resolution of the complaint, you may refer it to the FBF Ombudsman (such complaint should be submitted within 6 months of the date on the final response letter).

Payments Complaints:

- Either by post:

Le médiateur auprès de la FBF

CS 151

75422 Paris Cedex 09

- Or on the FBF website:

<https://lemediateur.fbf.fr/>

2. MIFID Complaint (any complaint on financial products or financial services provided by MUFG Bank Paris branch)

- If a complaint can be resolved within 3 Paris Business Days, you will not receive a confirmation letter from MUFG Bank.
- For complaints that cannot be resolved within 3 Paris Business Days, a confirmation letter will be sent within 15 Paris Business Days of receiving your complaint, stating that the final response will be given by 35 Paris Business Days at the latest.
- If MUFG Bank does not manage to resolve the complaint within 35 Paris Business Days, you will receive a letter in which a new timeline is set out. This letter will include:
 - (a) Why MUFG Bank cannot give a resolution at this time as well as an indication for when it can; and
 - (b) That you can now refer the complaint to the AMF Ombudsman (such complaint should be submitted within 6 months of the date on the final response letter).

MIFID Complaints:

- Either by post:

Le Médiateur – Autorité des Marchés Financiers

17 place de la Bourse – 75082 Paris CEDEX 02

- Or on the AMF website:

<https://www.amf-france.org/fr/le-mediateur>

3. Non-eligible Complaint (Complaints other than Payment Services Complaint and MIFID Complaint)

- If a complaint can be resolved within 3 Paris Business Days, you will not receive a confirmation letter from MUFG Bank.
- For complaints that cannot be resolved within 3 Paris Business Days, a confirmation letter will be sent within 15 Paris Business Days of receiving your complaint, stating that the final response will be given by 35 Paris Business Days at the latest.

4. Contact

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