

CLIENT COMPLAINT

As part of MUFG, MUFG Securities (Europe) N.V. Paris Branch 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 Policy which we use to investigate and resolve all complaints from clients, potential clients and counterparties.

If you encounter any difficulty or wish to file a complaint regarding to a service provided by MUFG Securities (Europe) N.V. Paris Branch, you may make a complaint and it will be considered carefully and diligently.

MUFG Securities (Europe) N.V. Paris Branch is bound to meet the following deadline:

- A maximum of 10 working days from the receipt of the complaint, to acknowledge its receipt, unless the answer itself is provided to the customer within this period; and
- 35 working days, except in the event of duly justified special circumstances, between the date of receipt of the complaint and the date of answer's dispatch to the customer.

A complaint can be received on any support (e.g: phone call, email, mail..)

- You may contact in priority your usual relationship manager
- As a last resort and if you are not satisfied with the response you receive, if you consider that your complaint has still not been sufficiently addressed, you can request the intervention of an independent Ombudsman of the French Capital Market Authority the AMF.
- - Terms and conditions for referral to the AMF Ombudsman
 - By mail to the following address:
Mediateur AMF- Autorité des Marchés Financiers
17 place de la Bourse
75082 Paris Cedex 02
France
 - By filling in a form on the website of the mediator: www.amf-france.org
The mediator charter of AMF Ombudsman is available on the AMF website.



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MUFG Securities (Europe) N.V. est autorisé et régulé par the Dutch Authority for the Financial Markets (AFM) et également régulé par De Nederlandsche Bank (DNB).

La succursale de MUFG Securities (Europe) N.V à Paris est régulé par l'Autorité de Contrôle Prudentiel et de Résolution (ACPR) et par l'Autorité des Marchés Financiers (AMF). Immatriculée au RCS de Paris sous le numéro unique d'identification 844285999.

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