



## I am a BNP Paribas Global Markets client, How can I complain?

[English Version]

### Important note

The information below is for BNP Paribas Global Markets clients and potential clients only. If your complaint is not related to Global Markets, please contact us via the below links:

Non Global Markets Clients - how to complain:

- Retail Clients: <https://mabanque.bnpparibas/fr/banque-contacts/faire-une-reclamation>
- Professional Clients: <https://mabanquepro.bnpparibas/fr/banque-contacts-pro/faire-une-reclamation>
- Corporate Clients: <https://banqueentreprise.bnpparibas/reclamation>

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[Version Française]

### Avis important

Les informations ci-dessous concernent uniquement les clients et prospects de BNP Paribas Global Markets. Si vous êtes un client de la Banque de Détail et que votre interlocuteur principal se trouve en agence, en Centre de Banque Privée ou en Centre d’Affaires, alors veuillez le contacter directement pour lui faire part de votre réclamation via les liens ci-dessous :

Clients non Global Markets - Faire part d’une réclamation :

- Clients particuliers: <https://mabanque.bnpparibas/fr/banque-contacts/faire-une-reclamation>
- Clients Professionnels / Entrepreneurs:  
<https://mabanquepro.bnpparibas/fr/banque-contacts-pro/faire-une-reclamation>
- Clients Entreprises: <https://banqueentreprise.bnpparibas/reclamation>

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BNP Paribas Global Markets is committed to providing products and services of the highest standards. If, however, our service falls short of your expectations or you would like to share with us any complaint about our products or services, please contact your usual service provider or relationship manager. Alternatively, please send an email to:

[CIB.Client.Complaints@bnpparibas.com](mailto:CIB.Client.Complaints@bnpparibas.com)

Your complaint will then be handled in accordance with the Bank’s complaints management policy and the Bank’s complaints management function will be responsible for investigating your complaint fully and impartially.

The Bank will provide a copy of its written procedure for handling complaints free of charge upon request or when acknowledging a complaint. This aims to provide clear, accurate and up-to-date information about our complaints-handling process.

Your complaint will be acknowledged promptly in writing to let you know that we have received it and are dealing with it. We will keep you informed of the progress of the measures being taken to resolve the complaint and will provide a substantive response as soon as reasonably possible afterwards.



If we need additional information from you in order to investigate your complaint fully, we will let you know.

Once the investigation has been completed, we will notify you whether or not your complaint has been upheld and, in appropriate circumstances, what remedial action or redress we intend to take as a result.

We will also notify you of your options, including that you may be able to refer the complaint to an alternative dispute resolution entity, to a financial ombudsman or that you may be able to take civil action.

Please note that local legal and regulatory obligations relating to complaints handling may exist in certain jurisdictions where Global Markets operates. Please refer to local webpages. In the event of any difference between the complaints handling procedure described here and such local procedures, the local procedure will take precedence in the relevant context.

### **How can I complain in the UK?**

In limited circumstances, current and potential Global Markets clients of BNP Paribas London Branch have the right to contact the UK Financial Ombudsman Service and ask them to consider the complaint if they are unhappy with the outcome of their complaint.

You can contact the Financial Ombudsman Service by email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

or by visiting their website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)