



**BNP Paribas SA, Netherlands  
Branch  
How to file a complaint**

### **How do I file a complaint?**

BNP Paribas SA, Netherlands Branch is committed to providing products and services of the highest standards. If, however, our service should fall short of your expectations or you would like to share with us any complaint about our products or services, please contact our Client Service Desk via the following email address: [csd\\_netherlands@bnpparibas.com](mailto:csd_netherlands@bnpparibas.com).

Your complaint will be acknowledged promptly in writing and will be handled in accordance with the Bank's complaints management policy. The Bank's complaints coordinator 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 towards full resolution of your complaint and will provide a substantive response as soon as reasonably possible afterwards. If we should 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 the 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 or complaint committee or that you may be able to take civil action.

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.

### **Complaints related to BNP Paribas Global Markets products and services**

For complaints related to BNP Paribas Global Markets products and services, please refer to below webpage: <https://cib.bnpparibas.com/MIFID>.



**BNP PARIBAS**

The bank for  
a changing  
world