



Information Sheet
*Complaints Handling
Procedure*



1 April 2018



1. Introduction

This document provides information on the complaints handling procedure of MUFG Bank (Europe) N.V.¹, which forms part of Mitsubishi UFJ Financial Group, Inc. (“MUFG”).

As a part of MUFG, MUFG Bank (Europe) is committed to providing fast and efficient services to its clients. However, there may be instances where a client is not satisfied with the products or services as provided. To address this, MUFG Bank (Europe) has a complaints management procedure in place which details how MUFG Bank (Europe) is to investigate and resolve all complaints from clients, potential clients and counterparties. MUFG Bank (Europe) will handle all complaints fairly, fully and in good faith.

2. Procedure

A client’s relationship manager will be the first point of contact for handling complaints. However, should you wish to address your complaint in an alternative manner, a client can contact MUFG Bank (Europe)’s dedicated Complaints Management Function via the applicable e-mail as listed below:

Amsterdam office: Complaints@nl.ufg.jp,
Brussel office: compliance@be.mufg.jp;
German office: complaints@de.mufg.jp
Prague office: MUFG-PRAGUE@cz.mufg.jp,
Spain office: atencionalcliente@es.mufg.jp
Vienna office: info@at.mufg.jp,
Warsaw office: info@pl.mufg.jp,

If the complaint can be resolved within three business days, MUFG Bank (Europe) will send the client a final response by that time. Where MUFG Bank (Europe) is unable to resolve the issue within this timeframe, MUFG Bank (Europe) will send the client a written confirmation of receipt of the complaint. This letter will include the name and title of the member of staff who will be handling the complaint on behalf of MUFG Bank (Europe).

MUFG Bank (Europe) will endeavour to inform clients about the progress on solving complaints on an ongoing basis and will send clients a final response to their complaints within 8 weeks. There may be circumstances when it is not possible to resolve a complaint within 8 weeks. If this is the case, MUFG Bank (Europe) will provide a new timeframe to the relevant client.

If not satisfied with MUFG Bank (Europe)’s final response, or 8 weeks have passed since receipt of the complaint, the client can ask the respective judicial authority to review the respective complaint. This has to be done within 6 months of the date of the final response letter. MUFG Bank (Europe) will not charge any costs for a filed complaint.

3. Contact

Should you have any questions about this procedure or about a complaint that you have made to MUFG Bank (Europe), please do not hesitate to contact us via your relationship manager or via the email address listed above. MUFG Bank (Europe) will not charge any costs for a filed complaint.

¹ References to MUFG Bank (Europe) include any of its branches, as applicable.