

## **NBC Paris Complaints Handling Policy summary**

NBC Paris wishes to ensure that all our clients or potential clients receive a service which accords with their best interests. Where a client or potential client expresses dissatisfaction with a service provided or a service offered, NBC Paris will seek to ensure that the matter is investigated and resolved as quickly as possible. NBC Paris ensures that clients' complaints, including potential clients, are treated in a fair and timely manner.

Please see below our complaint handling process:

- Complaint can be made by email to [complaint@nbcparis.fr](mailto:complaint@nbcparis.fr) or your usual business contact
- Complaint will be acknowledged within 10 business days upon receipt
- Complaint will be responded within a maximum of 2 months

In the event of rejection or refusal to grant all or part of your complaint, you can file a complaint with the AMF ombudsman which can be contacted by using the mediation request form below on the AMF website.

<https://www.amf-france.org/fr/le-mediateur-de-lamf/votre-dossier-de-mediation/vous-voulez-deposer-une-demande-de-mediation>

or in writing at the following address:

Autorité des marchés financiers

Le médiateur

17, place de la Bourse – 75082 Paris Cedex 02

For more information on AMF mediation, the AMF website can be accessed at the following link:

<https://www.amf-france.org/en/amf-ombudsman>