

COMPLAINT HANDLING PROCESS ON INVESTMENT SERVICES AND FINANCIAL INSTRUMENTS



In accordance with applicable regulations, Bank of China Paris Branch (hereinafter referred to as “the Bank”) establishes and maintains an operational procedure for handling complaints regarding investment services and financial instruments, which are defined as the expression of dissatisfaction (excluding requests for information, advice, clarification, service or provision).

As Bank of China Paris Branch’s client, you are invited, as a first resort, to contact your account manager in order to inform the latter of a complaint. The contact can be made by any means (during a meeting or a branch visit, by telephone, mail or email). However, it is preferred, for traceability purposes, to contact him/her by written means (mail or email).

In order to provide you with the Bank’s feedback in a timely manner, you are invited to provide your contact details (post address, email address, telephone number) so that the Bank can contact you.

You will receive confirmation that your complaint is being processed within 10 working days. The Bank undertakes to analyze the issue and provide the complainant with a solution as soon as possible and, at the latest, within a maximum period of 2 months, unless special circumstances arise, which the Bank will inform you.

In the event of disagreement or lack of response by the account manager, you may contact the Bank's Compliance Department using the following contact details:

Legal and Compliance Department

Bank of China Limited, Paris Branch

23 - 25 Avenue de la Grande Armée 75016 Paris

Tel.: 01 49 70 16 45 - Monday to Friday from 9.00 to 16.00 Fax: 01 49 70 11 51

Email: compliance.fr@bankofchina.com

It is specified that the procedure described below remains free of charge for you, which shall nevertheless cover your own expenses, including travel expenses or those related to the fees of any advisor it may choose to engage, if necessary.

Should you disagree with the response provided to your complaint or if no response is forthcoming after the expiry of the aforementioned time limits, and if the complaint falls within the jurisdiction of the AMF, the latter may refer the matter to the AMF Mediator free of charge:

Contact the AMF mediator using the following URL address

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

If you have a specific mediator (a company, sector or professional federation mediator) the following conditions are met:

- ◆ the professional mediator has entered into an agreement with the AMF Mediator; and
- ◆ the professional mediator has been notified to the Valuation and Oversight Commission of the mediation procedure for dealing with disputes falling within the AMF's jurisdiction

You have the option of contacting either the specific mediator or the AMF Mediator. You are informed that the choice then made is final for the dispute in question.

This Complaint Handling Process will be updated periodically in order to take into account changes in applicable rules and regulations, and changes to BOCP's business activities and organization.