

INFORMATION ABOUT GRIFFIN MARKETS EUROPE

COMPLAINTS HANDLING PROCEDURE

In the event that you have a complaint about the services provided by Griffin Markets Europe (GME), you should in first instance liaise with your usual GME representative. If you are not satisfied with the way your complaint is dealt with by your usual GME representative or you wish to escalate any particular issue, you should contact our Compliance Department either by post or by email, specifying “COMPLAINT” as the subject:

- **By email:** compliance@griffinmarkets.com
- **By post:** Griffin Markets Europe, Compliance Department, 59 avenue d’Iéna, 75116 Paris, France

Our complaints procedure will follow the requirements of applicable laws. It guarantees that we will observe the following timescales:

- An acknowledgment of receipt of your complaint within 10 business days;
- A response to your complaint within 2 months.

All complaint submissions are free of charge. Further information can be obtained upon request.

If the response provided by GME is not completely satisfactory or the timescales above have not been respected, you may file a complaint, free of charge, with the Ombudsman of the Autorité des Marchés Financiers (AMF Ombudsman):

- **By post:** AMF Ombudsman - 17, place de la Bourse, 75082 PARIS CEDEX 02
- **By filling in an electronic form on the website:** <https://www.amf-france.org/en/amf-ombudsman/mediation-file/request-mediation>

(The charters and protocols of the AMF Ombudsman are available on the regulator’s website, under the section “The AMF Ombudsman”).