

Summary of France Complaints Handling Procedure

This summary of procedures relates to complaints from clients of Morgan Stanley France SA which is a French regulated entity.

We always aim to provide a high standard of service to our clients, but on occasions, we may fall short of this goal and this may result in a complaint. We aim to treat all complaints fairly and objectively.

Below are details of our complaints handling arrangements:

- Complaints can be made by letter, e-mail, telephone call or in person.
- Complaints will be referred to our Compliance department and investigated by staff independent of the complaint.
- Complaints will be responded in accordance with the timeframes set out in the AMF Instruction (DOC-2012-07).

Contact details for Morgan Stanley France SA:

Morgan Stanley France Head of Legal and Compliance

Legal & Compliance Department
61 rue de Monceau
75008 PARIS

Tel: +33 1429-07960

parislcd@ms.com or complaintsms@morganstanley.com

In case you need to file a complaint with the AMF Ombudsman, please use the below options:

- In writing
Le Médiateur - Autorité des marchés financiers
17, place de la Bourse
75082 PARIS CEDEX 02

- Via the AMF website
https://www.amf-france.org/Formulaires-et-declarations/Contact?lst_select_form_theme_id=mediation