

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 personal communication.
- Complaints will be referred to our Compliance department and investigated by staff independent of the complaint.
- In relation to complaints from retail clients, we will respond in accordance with the timeframes set out in the AMF general regulation.
- All other complaints will be investigated and responded to in a timely manner.

Contact details for Morgan Stanley France SA:

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