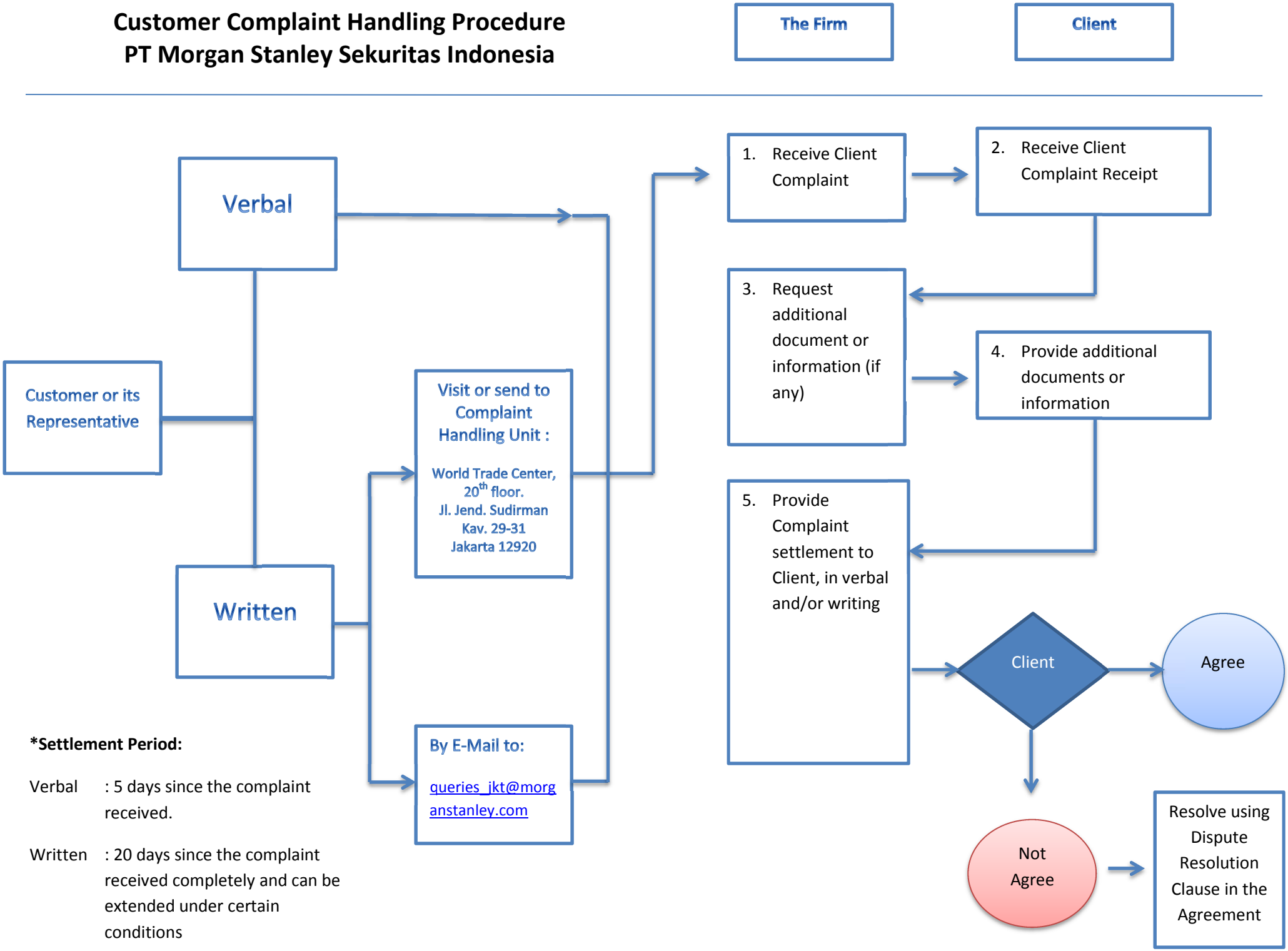
Customer Complaint Handling Procedure
PT Morgan Stanley Sekuritas Indonesia



***Settlement Period:**

Verbal : 5 days since the complaint received.

Written : 20 days since the complaint received completely and can be extended under certain conditions