

## **Summary of Complaints Handling Procedures of Morgan Stanley Holding SE, Morgan Stanley Europe SE and Morgan Stanley Bank AG (together “MSEHSE”)**

This summary relates to complaints received from clients or potential clients of MSEHSE based on investment services and/or ancillary investment services as defined in MiFID II, banking services as defined under the German Banking Act (KWG), or payment services as defined under the Payment Services Oversight Act (ZAG) provided by us.

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.

### **Information we need from you**

To enable us to fully investigate your complaint, please provide us with following information:

- The date the issue occurred;
- Product or service relating to the complaint;
- What occurred and how you have been affected.

### **How to submit a complaint**

Your client relationship manager will deal with any questions, concerns or complaints you might raise. For raising a concern or complaint you may use personal meetings with your relationship manager or contact MSEHSE via phone or by email: [complaintsgermany@morganstanley.com](mailto:complaintsgermany@morganstanley.com). In addition you are invited to send a written complaint as a letter using the contact details provided below.

### **Our complaints handling arrangements:**

- Complaints can be made by letter, e-mail, telephone call or personal communication (see contact details of MSEHSE provided below)
- Complaints will be referred to our Compliance department and investigated by staff independent of the complaint
- We will communicate with you in the same language in which we have received the complaint (German or English)
- Any final reply on complaints will be given in paper form or via email unless the complainant agrees to proceed otherwise. Deviating from that, complaints made verbally will be replied in a verbal way if the complainant agrees with it
- We have dedicated complaints management policies and procedures for handling complaints. Please email to [complaintsgermany@morganstanley.com](mailto:complaintsgermany@morganstanley.com) in case you require further details regarding our Complaints handling process
- All complaints will be investigated and responded to in a timely manner

- In case if we are not able to solve the complaint in due course, we will keep you informed about further handling of the complaint informing you about reasons for delay in solving a complaint and the expected time needed to solve it
- If a retail complainant remains dissatisfied with our response to a complaint, he/she has the right to refer the complaint to the Ombudsman Service of Association of German Banks:

Address: Kundenbeschwerdestelle beim Bundesverband deutscher Banken, Postfach 04 03 07, 10062 Berlin, Tel.: +49 30 1663-3166, Fax: +49 30 1663-3169, Email: [ombudsmann@bdb.de](mailto:ombudsmann@bdb.de)

There is also a possibility to approach a German Financial Conduct Authority (BaFin) in case the complainant is still not satisfied with the solution provided by us. Further information available here:

[https://www.bafin.de/DE/Verbraucher/BeschwerdenAnsprechpartner/Ansprechpartner/BaFin/bafin\\_node.html](https://www.bafin.de/DE/Verbraucher/BeschwerdenAnsprechpartner/Ansprechpartner/BaFin/bafin_node.html)

**Contact details for Morgan Stanley Holding SE, Morgan Stanley Europe SE and Morgan Stanley Bank AG's (together "MSEHSE")**

Morgan Stanley Holding SE, Morgan Stanley Europe SE and Morgan Stanley Bank AG

Legal & Compliance Department

Grosse Gallusstrasse 18

60312 Frankfurt am Main

Email: [complaintsgermany@morganstanley.com](mailto:complaintsgermany@morganstanley.com)