

Bank of Montreal Europe plc Complaints Handling Summary

We are committed to providing our customers with the highest standard of service. Should a complaint be received, we aim to resolve the matter within a timely manner. Upon receipt, a holding response will be sent within five business days to acknowledge receipt of the complaint and provide the name of the person dealing with the issue. If your complaint has not been resolved within 20 business days, we will send you a written update. In exceptional circumstances, where the matter is not resolved within 40 business days we will write to inform you and let you know when you can expect a full reply.

We will make every effort to agree a fair and reasonable resolution with you.

Submission

In order to submit a complaint please contact:

Compliance Department
Bank of Montreal Europe plc
6th Floor
2 Harbourmaster Place
IFSC
Dublin 1
D01 X5P3
Ireland
Phone 353 1 6147800
Email: BMECompliance@BMO.com

If you are unhappy with our final response to your complaint, you have the right to refer the matter to the Financial Services and Pensions Ombudsman. Contact details are below:

Financial Services and Pensions Ombudsman

Lincoln House
Lincoln Place
Dublin 2
D02 VH29
Ireland
Phone: 353 1 567 7000 or 1890 882090
Email: info@fspoi.ie

For clients of the Paris, France branch you may also contact:

Autorité Des Marchés Financiers (AMF)

17 place de la Bourse
75082 Paris Cedex 02
France
Phone: 33 1 53 45 60 00

Note you may contact the AMF within two months of making your complaint in the unlikely event that no response has been received from BME, or you are unhappy with our final response to your complaint.