

## 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](mailto: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](mailto: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.