

## **Wells Fargo EMEA - Complaints Handling Process for certain UK and French Regulated Legal Entities**

The below Complaints Handling process relates to certain regulated entities in the UK and France, being Wells Fargo Securities International Limited, Wells Fargo Bank NA, London Branch, Wells Fargo Securities Europe S.A and Wells Fargo International Finance (France) (together “Wells Fargo EMEA”). Wells Fargo EMEA aims to continually deliver the highest standard of service to you and we treat any expression of dissatisfaction very seriously. Should you wish to make a complaint, we will treat you fairly and are committed to investigating all complaints diligently and impartially. We will aim to keep you up to date with our progress and provide you with a final response as soon as practicable.

### **Making a complaint**

You may complain to us in any medium, including in person, by telephone, in writing, or by email. Any complaints are made free of charge.

### **Who do I complain to?**

Complaints may be addressed to your usual Relationship Manager or a Wells Fargo Desk Head who will be able to escalate your complaint as appropriate. Alternatively, if you are in the UK, you may direct your complaint to Wells Fargo Compliance using the following contact details:

#### **United Kingdom**

International Head of Compliance  
Wells Fargo  
33 King William Street  
London, EC2N 4AA  
United Kingdom  
Email: [UKCompliance@wellsfargo.com](mailto:UKCompliance@wellsfargo.com)

### **Our complaints handling procedure**

Wells Fargo EMEA maintain and operate an internal complaints handling procedure. Wells Fargo EMEA will handle all complaints in line with the applicable regulatory requirements in the jurisdictions in which it operates, including, where appropriate, acknowledging receipt of complaints in writing and providing a written response to the complainant following the investigation of the complaint. Please contact us if you would like further details regarding these procedures.

## **Payment Services Complaints**

Wells Fargo Bank N.A., London Branch will respond to Payment Services Regulations complaints (as defined by the FCA), within 15 business days or, in exceptional circumstances beyond our control, 35 business days.

## **Alternative Dispute Resolution**

Clients in a number of regions are also entitled to approach the relevant regulator or external complaint body directly with a complaint. The contact information for these regulators and external complaint bodies can be found below. If your complaint is not resolved, you may be able to take civil action.

### **United Kingdom**

Financial Ombudsman Service if you are an Eligible Complainant (as defined by the FCA), you may fall under the jurisdiction of the Financial Ombudsman Service. For more information on the Financial Ombudsman Service, please visit their website. Additionally, they can be contacted via the details below: The Financial Ombudsman Service Exchange Tower, London E14 9SR, United Kingdom Tel: 0800 023 4567 or 0300 123 9 123

Website: [Financial Ombudsman Service](#)

### **France**

AMF Ombudsman Office: If your dispute is eligible for mediation by the Autorité des Marchés Financiers (AMF) Ombudsman's Office they can be contacted in writing or via their website. Ombudsman Autorité des Marchés Financiers 17 place de la Bourse 75082 Paris cedex 02 France Tel: +33 (0) 1 53 45 62 00 Website: [www.amf-france.org/en/amf-ombudsman](http://www.amf-france.org/en/amf-ombudsman)

ACPR : The details of the Autorité de controle prudential et de resolution (ACPR) is available on their website for a complaint or a request: Website: <https://acpr.banque-france.fr/en>

### **By postmail:**

Banque de France  
Demande ACPR  
TSA 50120  
75035 PARIS CEDEX 01

**By electronic communication : create an account in the Banque de France portail for online requests : [Lien vers le portail des demandes en ligne de la Banque de France](#)**