

COMPLAINTS HANDLING POLICY – BNP PARIBAS GIFT IBU

1. INTRODUCTION

BNP PARIBAS, GIFT IFSCA Banking Unit (GIFT-IBU) is a branch of the legal entity – BNP PARIBAS SA, France, situated in the GIFT City SEZ.

This policy will cover BNP PARIBAS, GIFT IBU customers and complaints received from them.

2. PURPOSE OF THE POLICY

At both organisational and individual employee level, we are committed to listening to our clients, whether they express satisfaction, share negative feedback or submit complaints. Protecting clients' interests not only means complying with statutory and regulatory requirements, but also includes operating efficiently and business growth.

BNP PARIBAS GIFT IBU takes the complaints against them very seriously and maintains this policy and procedure to ensure that the complaints are dealt with promptly and fairly, as defined and guided by the BNP PARIBAS Group Policy on Complaint Management.

3. OBJECTIVE

The policy objective is to provide clear guidelines for Query/Complaint registration and guidance on the grievance resolution mechanism.

4. PROCESS

I. Receipt of a Complaint:

Customer can lodge a complaint with GIFT-IBU through a registered e-mail id on dl.in.gift.city.officers@bnpparibas.com or by submitting a duly signed physical letter at our GIFT IBU Branch.

Upon receipt of the complaint:

- a) GIFT-IBU will acknowledge the complaint within 7 days, in writing or over an e-mail communication.
- b) Upon request, GIFT-IBU will provide the complainant with the contact details of the individual responsible for handling the complaint and its complaints handling procedure.
- c) GIFT-IBU will investigate the complaint and undertake the further actions towards the resolution of the complaint.

- d) For cases, where the resolution is expected to take more than 30 days of its receipt, GIFT-IBU will update the complainant on the progress of the handling of the complaint.

II. Resolution of a Complaint:

After the necessary investigation is conducted and necessary actions towards its resolution have been undertaken:

- a) GIFT-IBU will advise the complainant in writing of the outcome.
- b) GIFT-IBU will provide the proposed redressal to the complainant as applicable, which is to be agreed by the complainant.
- c) If the complainant is not satisfied with the redressal proposed, GIFT-IBU shall provide to the complainant the further escalation matrix for the necessary escalation.
- d) GIFT-IBU will strive to resolve the complaint within 45 days from the date of receipt of a complaint.

III Complaints involving other entities

If the GIFT-IBU considers that any other authorised or regulated financial institution(s) in IFSC or outside, is responsible, entirely or partly, for the subject matter of the complaint, it will refer the complaint, or the relevant part of it, to such other authorised or regulated financial institution(s) by following the procedure outlined below:

Referral to other entities:

GIFT-IBU will:

- a) Inform the complainant promptly and in writing that it would like to refer the complaint, either entirely or in part, to another regulated financial institution and obtain the complainant's written consent to do so.
- b) If consent is granted, it must refer the complaint promptly, in writing, to the institution concerned.
- c) Inform the complainant promptly, in writing, that the referral has been made together with adequate contact details of the institution who will be responsible for handling the complaint
- d) continue to handle any part of the complaint not referred to the other authorised or regulated financial institution(s).