

## Complaints Handling Procedures

Morgan Stanley Private Wealth Management Asia, operating through the Hong Kong head office of Morgan Stanley Bank Asia Limited (“**MSBAL**”) or the Singapore branch of Morgan Stanley Bank Asia Limited (“MSBAL, Singapore Branch”)(collectively, the “**Firm**”)

### COMPLAINTS HANDLING PROCEDURES - DEFINITION OF COMPLAINT

A client complaint is any oral or written statement by a client, a prospective client, or a person acting on behalf of a client or prospective client alleging a grievance about the activities of the Firm or the Firm’s current or former personnel and includes, but is not limited to, any allegation relating to the solicitation or execution of any transactions, the disposition of a client’s securities or funds, or any error in the activity reported in a client’s account statement.

### LOGGING A COMPLAINT

If a client has a complaint about the Firm, the client should raise it in the first instance with its PWM Investment Representative. If the client is not satisfied with the response of the PWM Investment Representative (or if the client prefers not to raise the matter with him/her) the client may contact the Firm’s Compliance department and raise the matter with the Firm’s compliance officer or the client may contact a Senior Executive or the Branch Manager of MSBAL or MSBAL, Singapore Branch (as applicable). Should the client be dissatisfied with the Firm’s response the client may have the right to complain directly to (among others):

- the Financial Ombudsman Service (whose website can be found at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)) in the United Kingdom or the Financial Conduct Authority (in respect of Services provided by Morgan Stanley & Co. International plc (“**MSIP**”));
- the Financial Dispute Resolution Center in Hong Kong or the Hong Kong Monetary Authority (in respect of Services provided by MSBAL); or
- the Financial Industry Disputes Resolution Centre Ltd. (“**FIDReC**”) in Singapore or the Monetary Authority of Singapore (in respect of Services provided by MSBAL, Singapore Branch).

### RECEIVING COMPLAINT

When the Firm receives any letter, facsimile, email, telephone call or personal communication which may constitute a complaint about the services that the Firm provided or failed to provide, the Firm will attempt to resolve the matter promptly and fairly.

The Firm’s policy requires all complaints received to promptly be reported to senior management which will in turn involve the Firm’s Legal and Compliance department.

### ACKNOWLEDGEMENT OF COMPLAINTS

Once the Firm receives a complaint, the Firm will send the client an acknowledgement of the complaint promptly. Depending on the nature of the complaint, a final response or a holding response (setting out reasons for the delay and indicating when the Firm expects to be able to provide a final response) will be sent to the client.

Generally, we are required to send an acknowledgement to the client within 7 calendar days from the receipt of a complaint. A final response will be sent to client within 30 calendar days from the receipt of the complaint and if this is not possible, a holding response will be sent followed by a final response within a reasonable timeframe.

All proposed responses will be reviewed and cleared by Legal and Compliance department and the relevant stakeholders involved in the complaint before they are sent to the client.

### INVESTIGATIONS

All complaints must be fully investigated by an employee of sufficient competence and seniority in the Firm who was not directly involved in the matter which is the subject of the complaint. Senior management will appoint such an employee (usually within branch management of the Firm) who will work closely with Legal and Compliance and other relevant stakeholders to analyse the complaint and determine the appropriate remedial actions to be taken if required. All employees are required to co-operate fully with the investigation.

### COMPLAINTS INVOLVING OTHER MORGAN STANLEY AFFILIATES

Where the complaint relates to services performed by affiliates of the Firm, including, but not limited to, MSIP, the Firm will liaise with such affiliates, as appropriate, to ensure the complaint is properly addressed.

External Dispute Resolution – applicable to clients of MSBAL only

If you have made a complaint and have not received a response, or if you are unhappy with the proposed resolution, you may have the right to take your complaint to the Financial Dispute Resolution Centre (“**FDRC**”), subject to the eligibility criteria set out in the FDRC’s Terms of Reference. FDRC is an independent complaints resolution body of which we are a member. Complaints made to FDRC by an eligible claimant are subject to a monetary limit of HK\$1,000,000. Eligible claimants include individuals, sole proprietors, small enterprises (which are limited companies or partnerships) having or who have had a customer relationship with a financial institution (“**FI**”) or who have been provided with a financial service. In addition, before filing a complaint with the FDRC, an eligible claimant must have made a written

complaint to the relevant FI and must have either received a final written reply from the FI, or waited for more than 60 days from the date he/she filed the complaint with the FI without receiving a final written reply from the FI.

For more information relating to FDRC, please contact:

Financial Dispute Resolution  
CentreRoom 408-409, 4/F, West  
Wing Justice Place, 11 Ice House  
Street, Central, Hong Kong  
Tel: (852) 3199 5199  
Email: [fdrc@fdrc.org.hk](mailto:fdrc@fdrc.org.hk)  
Internet: [www.fdrc.org.hk/en/index.html](http://www.fdrc.org.hk/en/index.html)

***External Dispute Resolution – applicable to clients of  
MSBAL, Singapore Branch only***

If you have made a complaint and have not received a response, or if you are unhappy with the proposed resolution, you may have the right to take your complaint to the FIDReC, subject to the eligibility criteria set out in FIDReC's Terms of Reference. FIDReC is an independent institution specialising in the resolution of disputes between financial institutions ("FI") and consumers. We are a subscriber of FIDReC. The jurisdiction of FIDReC in adjudicating disputes between consumers and FIs is up to SGD150,000 per claim for all claims. An application for initiating an investigation can only be made by an eligible complainant: (a) at the earliest, upon showing that an attempt has been made to resolve the matter by the FI's internal dispute resolution unit, but the matter has not been resolved to the satisfaction of both parties or after at least four weeks from the date the matter was referred to the FI, whichever is earlier; and (b) no later than a period of six months after the FI has provided its final reply to the eligible complainant. The list of eligible complainants can be found on the FIDReC website.

For more information relating to FIDReC, please contact:

Financial Industry Disputes Resolution Centre Ltd  
36 Robinson Road  
#15-01  
City House  
Singapore 068877  
Tel: (65) 6327 8878  
Website: <https://www.fidrec.com.sg/contact-us/>