

## CLIENT CLAIMS

Client satisfaction is essential to Mizuho Bank, Ltd., Paris Branch.

### **You can send your claims or complaints to your usual Mizuho Bank, Ltd., Paris Branch contact.**

Careful consideration will be given by our Client Service department to any complaint sent to Mizuho Bank, Ltd., Paris Branch (hereafter “MHBK Paris”).

MHBK Paris will acknowledge receipt of your request within 10 business days.

The acknowledgment of receipt will include:

- the maximum response delay time (2 months maximum from the date of sending, the postmark being taken as proof for claims sent by post);
- the contact details of the department in charge of processing the claim

You can address your request to your usual interlocutor:

- For clients: Please contact your Relationship Manager;
- For prospects: Please contact your commercial contact.

You can contact them at your convenience by usual email address or send your claim to [pariscustomers@mhcbeurope.com](mailto:pariscustomers@mhcbeurope.com) or by mail to the following address of MHBK Paris.

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