

Mizuho International

Information about the Complaints Handling Process

Introduction

The Mizuho Group's Vision is "to become the world's most trusted financial services business".

The Mizuho Values provide the foundation for our business, its culture and our behaviours and support our vision, including putting the *Customer First*.

Our aim is to provide our clients with products and services that they need, and to deliver these to the highest standard.

Raising a Complaint

If we do not meet your expectations, please inform us by raising your concern or complaint by phone or email with your relationship manager, or by email to mhi.compliance@uk.mizuho-sc.com.

To help us investigate your concern or complaint, please provide the following information:

- The reason you are raising your concern or complaint
- The date and, if applicable, the time your concern or complaint occurred
- Details of the product, service or transaction(s) to which your concern or complaint relates
- What occurred, and how you have been affected.

How we will handle your complaint

We will ensure that your concern or complaint is dealt with promptly and fairly.

We will provide written acknowledgement of your concern or complaint within 2 business days.

We will review the circumstances of your concern or complaint and aim to respond in writing with the outcome of our review within 2 weeks. If we are not in a position to respond by that time, we will provide a written interim update and information as to when you can expect a full response.

Referral if you are not satisfied with outcome

If you are not happy with the outcome of our review, you may refer your concern to Mizuho International's Chief Executive Officer and the Head of Compliance.

If you are an 'eligible complainant' (as defined in the UK Financial Conduct Rules), you may have the right to refer your complaint to the UK Financial Ombudsman Service (FOS). The FOS is a free and independent statutory dispute resolution scheme for financial services. Details of who are eligible complainants can be obtained from the FOS website at www.financial-ombudsman.org.uk. The FOS can be contacted at:

The Financial Ombudsman Service
Exchange Tower
London E14 9SR
E-mail: complaint.info@financial-ombudsman.org.uk
Telephone: 0800 0234 567 or 0300 1239 123