

# Complaint Handling Procedure

## Malta

Entity details:

BlackRock (Netherlands) B.V. Milan Branch  
Piazza San Fedele, 2  
20121 Milan – Italy

Your client satisfaction is very important to us and to that end, BlackRock has in place a complaint handling process. If you think that we have not met your expectations with any aspect of the service you have received and you wish to complain, please contact our office as shown above or contact us on:

E-mail: [italy@blackrock.com](mailto:italy@blackrock.com)  
Telephone: +39.02915971

At BlackRock, we take all complaints seriously and will investigate them according to the guidelines below. BlackRock is committed to investigating all complaints competently, conscientiously and impartially. If you are contacting us via email, you can support us in this by attaching all information or documents relevant to the matter to your correspondence to ensure that your submission is handled efficiently.

We will endeavour to clarify your request promptly and commit to the following actions upon receipt of a complaint:

- We will ensure that an employee of appropriate seniority, commences an investigation.
- You can expect to receive a written acknowledgement to your initial complaint no later than 5 business days.
- We will keep you informed of the progress of the complaint. This process is free of charge.

If there are any unplanned delays and we are unable to resolve your concern within 15 working days after receipt, you will be notified. We will send you a reply that explains why we are still not in a position to make a final response, also indicating by when we expect to be able to provide a final response.

If, after receiving a final response, you are not satisfied, you may also be eligible to refer this to the Arbiter for Financial Services (OAFS). This must be done within 2 years of the date of the final response.

The Arbiter for Financial Services  
1<sup>st</sup> Floor  
St. Calcedonius Square  
Floriana, FRN 1530 Malta  
Website: <https://www.financialarbiter.org.mt/>  
Email: [complaint.info@asf.mt](mailto:complaint.info@asf.mt)  
Tel: (+356) 21249245