

BNY Mellon's Ombudsman is at its clients and users full disposal in order to receive, record, instruct, analyze and give formal treatment to queries, suggestions, complaints, criticisms, compliments and issues that have not been settled by the usual Customer Services of the Institution.

When contacted, Ombudsman will promote the conflict mediation, analyzing each claim in a diligent, independent and impartial way, and identifying possible areas for improvement in the Institution's services.

Customers and users can access Ombudsman through four communication channels, free of cost, namely:

- Website: <https://www.bnymellon.com.br> - through the Ombudsman link;
- Telephone: 0800 725 3219;
- E-mail: [ouvidoria@bnymellon.com.br](mailto:ouvidoria@bnymellon.com.br)
- PO Box: BNY Mellon Serviços Financeiros DTVM S/A Rio de Janeiro – Zipcode: 20010-974 – PO Box: 140

We do not offer assistance in person. Hours: Monday to Friday, from 09:00 a.m. to 06:00 p.m.

In order to facilitate the work of Ombudsman, the customer will need to provide, at least, the following information:

- Full Name;
- Client code or CPF;
- Protocol number (1st level channel); and
- Reason for Contact (description of demand).

Upon claim registration, the customer will receive a new protocol number, through which s/he can track the status of the event, through one of the above contact channels.

Throughout the analysis, Ombudsman may contact the claimant if needed. Therefore, the client must provide the minimum information correctly at the time of the contact with Ombudsman. After completion, the response to the claim will be presented to the client.

The deadline for Ombudsman's assistance is fifteen (15) days after the registration of the claim. Ombudsman shall prioritize cases defined by law or regulation, and endeavor to respond as quickly as possible. For claims related to funds regulated by Decree-Law 157 of 02/10/1967, the deadline is 60 days.

If the service cannot be provided within the established deadline, Ombudsman shall inform the applicant what steps are being taken, explaining the reason for the failure and the new deadline for assistance, which will not exceed fifteen (15) days.