

# Complaints relating to Ester Finance Technologies or ABC Gestion

09-01-2024



## Complaints relating to Ester Finance Technologies or ABC Gestion

For any complaint concerning their relationship with ESTER FINANCE TECHNOLOGIES or ABC GESTION, **the client shall approach their usual contact** or the person whose contact details have been communicated to them as part of their business relationships.

It is recommended to **express any dissatisfaction in writing** (letter or email).

Any claimant who is not a client of ESTER FINANCE TECHNOLOGIES or ABC GESTION may send a complaint to [CIS\\_Front\\_Office@ca-cib.com](mailto:CIS_Front_Office@ca-cib.com).

We undertakes to:

- **Acknowledge receipt** of any written complaint **within 10 working days of being sent**;
- **Respond to the claimant within a maximum period of two months from the date the complaint is sent.**

If the claimant is not satisfied with the response, or if they do not receive a response within two months of sending their first written complaint, they may contact, free of charge one of the following mediators:

- **The ombudsman of the Autorité des Marchés Financiers (AMF)**, for disputes within its field of competence as specified on the AMF website (What is the Ombudsman's remit?):
  - by electronic form accessible on the [AMF website](#) (> Request for mediation)
  - or by post to the AMF Ombudsman - 17 place de la Bourse - 75082 Paris Cedex 2
- **The ombudsman of the Fédération Bancaire Française (FBF)**, for disputes within its field of competence as specified on its website:
  - by electronic form accessible on the [FBF website](#) ("Access to the form" tab)
  - or by post to the FBF Ombudsman - CS 151 - 75 422 PARIS cedex 9

The claimant is free to refer the matter to the mediator of their choice, the latter being definitive for the dispute concerned.

In the event of an issue concerning the **granting of credit**, the claimant may immediately refer the matter to the Credit Ombudsman for disputes within its field of competence by filing a claim on [Banque de France website](#).

