



mitsui BUSSAN COMMODITIES LTD

Complaints Handling Process

We aim to resolve complaints within 3 business days. If the issues have been resolved within this timeline a short confirmation letter will be sent to you.

In more complex cases that take time to investigate, an acknowledgement letter will be sent as soon as possible and within 3 business days. It will state the next steps we intend to take with regard to your complaint and give details about the expected timeline.

When the matters are fully reviewed, a full written response will be sent. This will give details about our investigation, our decision and give you information about your options including whether the complaint can be referred to an alternative dispute resolution entity.

All complaints should be resolved within 8 weeks. When we are unable to do so, we will inform you accordingly, including the expected timeline for the resolution.