



Complaints and Customer Service

bpES' Customer Service aims to address and resolve complaints submitted by Clients, provided that such complaints refer to their legal or contractually recognized interests and rights, whether derived from contracts signed with the company, transparency and protection Client's regulation or best financial practices, in particular, the principle of equity.

Complaints shall be filed following all formalities and requirements established by the CNMV, accompanied by the relevant supporting documents, duly signed and shall be submitted via either of the following:

- ✓ E-mail: bpes.sac@bp.com
- ✓ Ordinary mail: bp Energy Solutions, SV, SA | C/Quintanadueñas 6, 28050 Madrid

The assessment procedure of Complaints will begin with the submission, by any of the aforementioned means, of a document that will include:

- ✓ Client's name and domicile or registered address
- ✓ If the complaint is submitted by a representative, the accreditation of said representation must be provided
- ✓ Basis for the complaint, clearly specifying the issues on which a ruling is requested
- ✓ Confirmation by the Client that the subject matter of the complaint is not being substantiated in an administrative, arbitration or judicial proceeding
- ✓ The Client must provide the documentary evidence that is in its possession and on which its complaint is based.
- ✓ Finally, include place, date and signature.

bpES must acknowledge receipt of the complaint, and the mandated period for the resolution (two months) will be calculated from the date of said acknowledgment. The preferred language used by bpES for the submission of information and complaints is English, although they may also be presented in Spanish or any other language recognized in the European Union.

Complaints with the CNMV

In accordance with applicable regulations, the Client must address complaints with bpES' Customer Service in the first instance. If the Client does not agree with the response received, or if a month has passed without acknowledgment of receipt of the complaint, this can be escalated to the [CNMV's Customer Service](#) by any of the following means:

- ✓ Email or electronic communication through the CNMV's electronic platform
- ✓ Ordinary mail to either of: c/ Edison, 4, 28006 Madrid or C/ Bolivia 56, (4ª Planta) 08018 Barcelona.
- ✓ Investors' Help line: 900 535 015 / from Mon to Fri 9:00 - 19:00h