SEB

SEB Fund Services S.A.
4, rue Peternelchen
L-2370 Howald
RCS Luxembourg: B 44726

Complaints Handling Procedure

General

As part of our commitment to quality and customer service, SEB Fund Services encourages feedback on the services provided to investors in the funds under management.

SEB Fund Services aims at creating and maintaining among its employees, its managing directors and its directors a culture of treating all investors fairly and diligently. Thus, SEB Fund Services will handle all complaints from investors which are invested in the funds for which SEB Fund Services acts as management company in a professional, correct and prompt manner and in accordance with its internal instructions.

In order to ensure a consistent and investor oriented approach in handling investor complaints, SEB Fund Services has designated the Head of Client Relations and Service Management as Investor Complaints Manager, who shall be responsible for the handling, centralisation and follow up on all investor complaints reaching SEB Fund Services. In his absence, someone of his team will be responsible.

As a basic principle, the employee of SEB Fund Services who is particularly in charge of the relevant fund in which the investor complaint occurred shall be responsible for communicating with the relevant investor(s) throughout the process.

Investors shall in a suitable way be informed about the name of the person that is responsible for handling and following up on their complaints.

In each case the Investor Complaints Manager shall be the main point of contact and will provide reasonable assistance to ensure that all complaints are lodged effectively. SEB Fund Services will seek to acknowledge all complaints within two (2) business days from receipt, where possible.

All complaints will be acted upon in a timely and effective manner. SEB Fund Services will make clear to every complainant that their complaint will be investigated and they will provide a realistic time frame within which the Investor Complaints Manager will contact the complainant with a resolution proposal.

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Mediums for the filing of complaints

- Website:
  http://www.sebfundservices.lu

- Telephone:
  Investor Complaints Manager: + 352 26 23 25 23

- Email:
  investorcomplaints@sebfundservices.lu

- Letter:
  SEB Fund Services S.A.
  Att. Investor Complaints Manager
  4, rue Peternelchen
  L-2370 Howald

- Fax : + 352 2623 2012
  Att. Investor Complaints Manager

For e-mail, letter and fax kindly use the below form as a guide to include all necessary details.

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Complaint Filing Form

Date of Complaint Filing	
Name of Fund concerned	
Your name (incl. contact details)	Name: Address: Phone number: Email address:
Date of incident	
Name of person the complaint is against, if applicable	
Complaint Details	