



**SEB Fund Services S.A.**  
**4, rue Peternelchen**  
**L-2370 Howald**  
**RCS Luxembourg: B 44 726**

## **Complaints Handling Procedure**

### **General**

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

SEB Fund Services S.A. aims at creating and maintaining among its employees, Senior Management and directors (the “directors” or “Board of Directors”) a culture of treating all investors fairly and diligently. Thus, SEB Fund Services S.A. shall handle all Complaints from investors who invest in the funds for which SEB Fund Services S.A. acts as Management Company in a professional, correct and prompt manner and in accordance with its internal instructions. Complaints handling shall be free of charge to all investors.

In order to ensure a consistent and investor oriented approach in handling Complaints, SEB Fund Services S.A. has designated a Complaint Manager, who shall be responsible for the handling, centralisation and follow up on all Complaints reaching SEB Fund Services S.A..

As a basic principle, the Complaint Manager shall liaise with the relevant responsible unit or department within SEB Fund Services S.A. in order to resolve the Complaint brought forward by the investor. The Complaint Manager shall be responsible for communicating with the relevant investor(s) throughout this process.

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

In each case, the Complaint Manager shall be the main point of contact and shall provide reasonable assistance to ensure that all Complaints are lodged effectively. SEB Fund Services S.A. will seek to acknowledge receipt of the Complaint within ten (10) business days, unless the answer itself is provided to the Investor within this period. SEB Fund Services S.A. shall provide an answer without undue delay in any case, within a month from the receipt.

Where an answer cannot be provided within one month, the Complaint Manager shall inform the investor of the causes of the delay and indicate the date at which the examination is likely to be achieved.

If the investor is not satisfied with the solution proposal received from the Complaint Manager, the Investor will be invited to raise his Complaint up to the level of the Senior Management of SEB Fund Services S.A. (the relevant contact details will be provided with the response provided by the Complaint Manager). At this level, the same time slots as above shall be applicable.

If the final solution proposal provided by the Senior Management fail to meet the investor expectations, SEB Fund Services S.A. will provide the investor in writing with a full explanation of their position as regards the Complaint and inform the investor about the possibility to file a request with the CSSF according to article 133 (3) of the law of 17 December 2010 on undertakings for collective investment, as amended and CSSF regulation 13-02 in order to seek to obtain an out-of-court resolution of the relevant issue giving rise to the Complaint.

In such case, SEB Fund Services S.A. will also provide the investor with a reference to the CSSF website as well as the different means to contact the CSSF to file a request.

## **Mediums for the filing of Complaints**

- Website:  
<http://www.sebgroup.lu>
- Telephone:  
Complaint Manager: + 352 26 23 25 23
- Email:  
[Info@sebgroup.lu](mailto:Info@sebgroup.lu)
- Letter:  
SEB Fund Services S.A.  
Att. Complaint Manager  
4, rue Peternelchen  
L-2370 Howald
- Fax : + 352 26 23 20 12  
Att. Complaint Manager

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

**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	