

Investor Rights

Summary of Investor Rights

Universal-Investment Ireland Fund Management Limited (“Universal Investment Ireland”) has a complaints policy in place to manage any fund investors complaints. A copy of the complaints policy can be found at: www.universal-investment.com/-/media/Compliance/PDF/Ireland/Complaint-Handling-Procedure_UII_EN.pdf

Complaints are accepted in the English language.

We will promptly confirm receipt of each complaint and process it timely. We will then inform you about the further procedure regarding your concern. The processing is free of charge for you.

Please contact:

Postal address:
Universal-Investment Ireland Fund Management Limited
Kilmore House,
Spencer Dock,
North Wall Quay Dublin 1,
Dublin 1
D01 YE64
Ireland

E-mail: Ull.SS.Comp@universal-investment.com

You can reach us by phone from Monday to Friday on working days from 9 am to 5 pm GMT on +353 1 264-2600.

The complaints policy also describes your right to refer the complaint to the Irish ombudsman, who acts as an independent, statutory body:

Financial Services and Pensions Ombudsman
Lincoln House,
Lincoln Place,
Dublin 2,
D02 VH29
Ireland

Further information on the ombudsman’s office for investment funds and their procedures can be found at: www.fspo.ie/

Currently under Irish court rules, there is no formal representative action procedure in place which facilitates collective redress by consumers in respect of infringements of EU or national law. This means that any action brought in an Irish court relating to an infringement of Irish or EU laws governing collective investment schemes and their managers must currently be litigated on an individual basis.

A collective redress mechanism, as required under Directive (EU) 2020/1828, must be implemented in Ireland by 25 June 2023.

Contact

T +352 1 264 2600

info@universal-investment.com

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