

Complaints policy

Complaints policy

The satisfaction of our clients is our top priority. Therefore, it is important for us to give you the opportunity to voice criticism. On this basis, Universal-Investment-Gesellschaft mbH has set up a complaints office to contact if you wish to complain or voice criticism. The aim of Universal-Investment's complaints management process is to ensure the appropriate and timely processing of client complaints. 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. You can file a complaint in English, German, or, in the case of an EU-UCITS, in the official language of your EU Member State.

You can reach us in the following ways:

Universal-Investment-Gesellschaft mbH
Beschwerdestelle/ Complaints Office
Theodor-Heuss-Allee 70
60486 Frankfurt am Main
Germany

e-mail: beschwerde@universal-investment.com

If you do not agree with our response, you can take an alternative dispute resolution procedure. Further information about this procedure can be found [here](#).

Furthermore, it is possible to complain to the German Federal Financial Supervisory Authority (BaFin). This possibility exists if you would have the impression that Universal-Investment-Gesellschaft mbH violates legal regulations.

For more information about this procedure, please visit www.bafin.de.

Contact

T +49 69 71043-0

info@universal-investment.com

Universal-Investment-Gesellschaft mbH
Theodor-Heuss-Allee 70
60486 Frankfurt am Main – Germany

As of August 2022

© 2022. All rights reserved. This publication is exclusively intended for professional or semiprofessional investors and is not intended for distribution to retail investors. This publication is for information purposes only. The information provided should not be taken as recommendation or advice. The opinions expressed in this publication reflect the current views of the author. Universal Investment does not assume any liability incurred from using this document or the information contained therein. Copying, passing on or making changes to this article or its contents are subject to the prior express consent of the author or Universal Investment.