

# Complaint Handling Procedure

## I. Complaint Handling Policy

Our top priority is to perfectly satisfy our investors. That is why we offer you a way to address your critique and complaint. Universal Investment Ireland Fund Management Limited (hereinafter “UII”) has set up a process and contact point for complaint management. You may send your complaints in writing by mail or electronically via email to UII.

Complaints via email may be addressed to [UII.SS.Comp@universal-investment.com](mailto:UII.SS.Comp@universal-investment.com)

Complaints via mail may be sent to:

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

The processing of complaints is free of charge for investors.

## II. The Complaint Processing

As soon as we receive your complaint, we will store it electronically by our complaint management and process it immediately. You will receive a confirmation of receipt within five business days.

UII’s Head of Compliance will oversee that a response is provided to the investor about the outcome of its analysis after 20 business days of receipt of the investor’s complaint, or at least an update on progress of the complaint, why it is not resolved. UII will endeavor to investigate and resolve the complaint within 40 business days of receipt.

If you are not satisfied with the handling of your complaint, you can additionally contact the responsible managing director, Keith Milne, in writing.

If the handling process materializes to take any longer, the investor will receive an interim reply. The investor will be informed of the cause of delay with an indication of the date at which the investigation will be completed. The investor will also be provided with contact details of the FSPO:

Financial Services Ombudsman ([www.fspo.ie](http://www.fspo.ie))  
Lincoln House,  
Lincoln Place,  
Dublin 2,  
D02 VH29

### III. Review of the Complaint Handling Policy

This policy is reviewed and published by Ull at regular intervals.

You can also take legal action before the ordinary courts to enforce your rights. The possibility of an individual lawsuit is open to you

#### Contact

**T +352 1 264 2600**

**[info@universal-investment.com](mailto:info@universal-investment.com)**

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Ireland