

Information on Complaint Handling

Public

The investment manager aims to provide a high standard of service. However, from time to time we may make mistakes, which could give rise to a complaint. If this happens, we would want to be contacted as soon as possible so that we can quickly put things right.

Compliance acts as the complaint management function. Compliance will oversee the processing of the complaint by the different lines of business involved until its resolution and will ensure that potential conflicts of interest are identified and handled appropriately.

Contact details of the Compliance department:

Allianz Capital Partners GmbH
Compliance
Seidlstr. 24-24a
80335 München
Germany

Complaint resolution principles and handling

Complaints do not require any specific format, and the process is free of charge for the complainant.

In the event that you need to file a complaint with us, please provide us with the following information in order to ensure timely and efficient handling of your complaint: your full name/company name, your contact details (address, phone number, email), service/fund concerned, date and description of alleged grievance.

Within **5** working days of receiving your complaint, we will acknowledge its receipt.

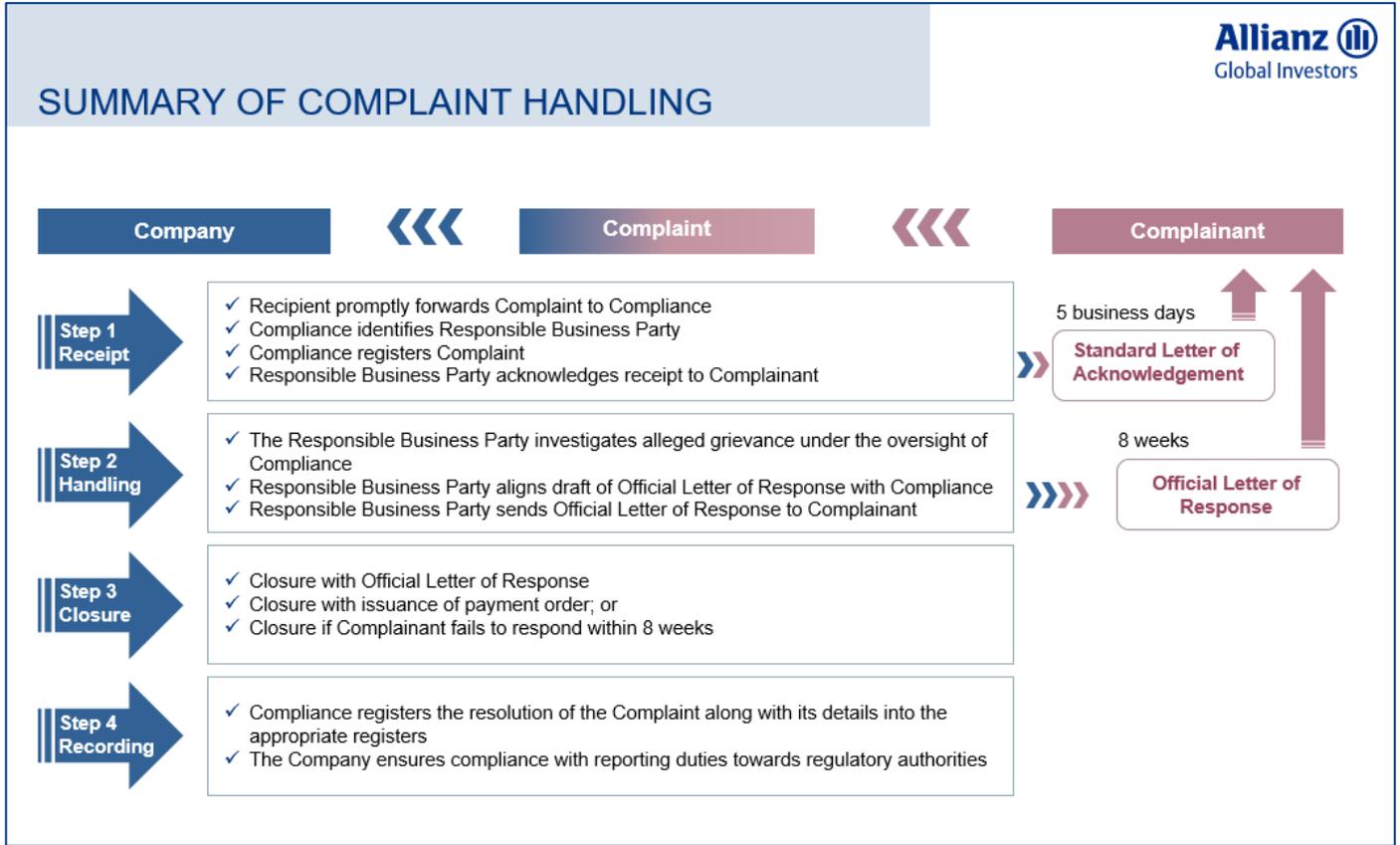
We will contact you no later than **4** weeks after receiving your complaint with a substantive response, or an explanation as to why we have not been able to resolve the complaint to date, and to let you know when you can expect us to contact you again.

Within **8** weeks after receiving your complaint, we will provide you with a final response. If we are not in a position to provide a final response, reasons for the delay and an indication of when we expect to be able to provide a response will be provided.

If you remain unsatisfied by the treatment of your complaint, what are your alternatives?

If you are not satisfied with our final response to your complaint, you may refer your complaint to your local Financial Ombudsman Service or equivalent, and/or take civil action. Please note that not all investors will be eligible to refer a complaint to a Financial Ombudsman Service or equivalent.

Summary of Complaint Handling



Source: Allianz Capital Partners