



Complaints Handling Policy

iM Global Partner Asset Management

27/10/2020

Internal

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1. Object

In accordance with Section 5.5.5. of the 18/698 CSSF Circular and the CSSF Regulation N° 16-07 relating to out-of-court complaint resolution, this document presents the approach adopted by iM Global Partner Asset Management for the processing of claims.

This document is made available to employees and published on the company website.

2. Claims and complaints processing setup

Claims and complaints may be made by all holders of UCIs managed or distributed by iM Global Partner Asset Management or other related parties including distributors, delegates, central agents, registers among others. They are received by any service or person of iM Global Partner Asset Management.

The Compliance Officer is immediately informed of the claim and involved in its processing and includes it in the appropriate register

A treatment without delay by the person or the service which received it is initiated. This service or person has 5 business days from receipt to send an acknowledgment to the claimant with the support of the Compliance Officer.

A response is sent to the claimant within 20 business days of receipt of the claim by iM Global Partner Asset Management, in the language in which the claim was made (provided that it is an official language of a State in which the relevant fund has been marketed).

A regular report including the list of claims being processed and past claims made to iM Global Partner Asset Management as well as the tracking of responses and deadlines is made to management and supervisory Boards.

3. Investor information

Any complaint can be addressed to your usual contact within iM Global Partner Asset Management or to the Compliance Officer at the following address:

iM Global Partner Asset Management

Compliance Officer

10/12 Boulevard Franklin Delano Roosevelt,

L-2150 Luxembourg

E-Mail : compliance@imgp.com

Holders are also informed about the possibility of applying to the CSSF for free in the event of dissatisfaction with the response to their complaint by using the electronic form available on the CSSF website <https://reclamations.apps.cssf.lu/> or by e-mail to the following address: reclamation@cssf.lu

Or by mail at the following address:

Commission de Surveillance du Secteur Financier

Département Juridique CC

283, route d'Arlon L-2991 Luxembourg