

Complaint management note

for investors of Union Investment Privatfonds GmbH

Dear Investor,

We would like to thank you for choosing products and solutions of Union Investment, and for the trust you have placed in us.

If ever our products do not meet your expectations, please let us know. Your satisfaction is very important to us. How to contact us:

By phone: +49(0)69 58998-6060 (8:00 a.m. to 6:00 p.m. Monday to Friday)
By fax: +49(0)69 58998-9000
By e-mail: beschwerde@union-investment.de
Via the Internet: <http://privatkunden.union-investment.de/kontakt>
By post: Union Investment Privatfonds GmbH, Weißfrauenstraße 7, D-60311 Frankfurt am Main

Upon receipt, your complaint will first be entered into our central system, which enables us to inform you of its processing status. Your request will then be processed by an appropriately qualified customer adviser. We will send you an interim response in the event of any unforeseen processing delays.

We aim to clarify matters in a comprehensible manner, seeking common solutions. This service is naturally free of charge for all investors in our investment funds.

Union Investment Privatfonds GmbH has become affiliated with the Ombudsstelle für Investmentfonds des Bundesverbands Investment und Asset Management e.V. You may call this ombudsman office to settle any disputes with the company. Here, disputes associated with the Capital Investment Code can be resolved by independent, neutral arbitrators. Further details are provided in the "Verfahrensordnung der Ombudsstelle für Investmentfonds des BVI". Arbitration requests are to be sent in writing to: Büro der Ombudsstelle des BVI, Unter den Linden 42, D-10117 Berlin. For further information on the Ombudsstelle für Investmentfonds and its procedures, visit: www.ombudsstelle-investmentfonds.de.

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