

# Complaint management note

## for investors of Union Investment Luxembourg S.A.

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: 00352 2640-9500 (from 8:00 a.m. to 6:00 p.m. Monday to Thursday; from 8:00 a.m. to 5:30 p.m. on Fridays)  
By fax: 00352 2640-2800  
By e-mail: [service@union-investment.lu](mailto:service@union-investment.lu)  
Via the Internet: <http://www.union-investment.lu/kontakt>  
By post: Union Investment Luxembourg S.A., 308, route d'Esch, L-1471 Luxembourg-Gasperich

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. Please describe to us the facts of the underlying complaint and add all relevant information or other relevant documents. We will send you an acknowledgement of receipt within 10 working days 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.

Moreover, we would like to point out the procedure of the Luxembourg supervisory authority CSSF (Commission de Surveillance du Secteur Financier) relating to the out-of-court resolution of complaints pursuant to Regulation CSSF 13-02. Further information can be found on the CSSF's homepage under the term "Kundenbeschwerden" or under the following link: <http://www.cssf.lu/de/verbraucher/kundenbeschwerden/>.

The responsible for complaints within the Management Board of Union Investment Luxembourg S.A. is Mr. Rudolf Kessel.

Union Investment Luxembourg S.A.