

**AMUNDI Ireland Limited.**

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**POLICY FOR HANDLING CLIENT / INVESTOR COMPLAINTS**

Amundi Ireland Limited makes all possible efforts to conduct business in a manner that avoids client / investor complaints. However, complaints may still occur.

Amundi Ireland Limited has a complaints handling procedure in order to ensure that complaints received from Amundi Ireland clients and/or investors (“complainants”) in funds in respect of which Amundi Ireland is the appointed Management Company are handled properly and resolved promptly, while always meeting clients and investors’ best interests. Amundi Ireland Limited will ensure that complaints are investigated as soon as the complaint has been delivered by the complainant.

**Definition of a client/investor Complaint**

A complaint is any expression of dissatisfaction with a product or service provided or offered by Amundi Ireland Limited or in respect of a fund in respect of which Amundi Ireland is the appointed Management Company.

**Procedure for submission of complaints**

The complainant may file a complaint in any official language of their country, free of charge, and the communication should clearly indicate that it is a complaint.

A complaint must be submitted by the complainant in writing (by mail or email) through the complainant’s usual financial intermediary, which can be:

- the advisor of the complainant’s bank agency, or
- the distributor, or
- the commercial agent of the asset management company with whom the complainant has a relationship.

The complainant can also contact Amundi Ireland Client Servicing Department either by email or by mail at the following address:

Amundi Ireland Limited  
1 George’s Quay Plaza  
George’s Quay  
Dublin 2  
D02 E365

Email: [AILComplaints@amundi.com](mailto:AILComplaints@amundi.com)

In the case where the complainant has invested in funds managed by Amundi Ireland Limited through a nominee<sup>1</sup> and is dissatisfied with the service provided, the nominee is first responsible for handling the complaint. If the nominee's response dissatisfies the complainant, Amundi Ireland Limited may be involved, through the intermediary, in the complaint's resolution. The same process applies where the complainant has invested in a fund in respect of which Amundi Ireland is the appointed Management Company. In this case, the complaint should be firstly addressed to the distributor of the fund.

## **Amundi Ireland's complaint resolution process**

Amundi Ireland Limited commits to handle a complaint received from a complainant in accordance with the following principles:

- transparency towards the complainant;
- no additional fees for the complainant;
- objectivity;
- timeliness of the answer adapted to the complexity of the complaint.

The Client Servicing Department of Amundi Ireland Limited is responsible for complaints handling. On receipt of a complaint, the Client Servicing Department sends the complainant a written acknowledgement, within five working days, providing early reassurance that it has received the complaint and is dealing with it. The complainant is also informed of the name and contact details of the person handling the complaint. Thereafter, the complainant is informed of any development during the process.

The complainant will receive a final response by the end of forty working days after the receipt by Amundi Ireland Limited of his/her complaint. If Amundi Ireland Limited is not able to make a final response within this timeframe, it will provide the complainant with a reason for the delay and indicate when it expects to be able to provide a final response.

## **Financial Services and Pensions Ombudsman (FSPO)**

If the complainant is unsatisfied by the treatment of its complaint by Amundi Ireland Limited, he/she may be entitled to refer it to the FSPO in order to obtain an amicable settlement:

Financial Services and Pensions Ombudsman (FSPO)  
Lincoln House  
Lincoln Place  
Dublin 2  
D02 VH29

E-mail: [info@fspo.ie](mailto:info@fspo.ie)  
Phone: (+353) 1 567 7000  
Website: <https://www.fspo.ie/>