

UBS Third Party Management Company (Luxembourg) S.A.

Registered Office: 33A avenue J.F. Kennedy, B.P. 91, L-2010 Luxembourg
Registre de commerce: Luxembourg B0045991

Complaints Handling

UBS Third Party Management (Luxembourg) S.A. (the “Management Company”) has adopted a Complaints policy, which provides a common, clear and precise understanding of the way in which the Management Company handles clients' complaints, including a clear definition of the roles and responsibilities of the different stakeholders.

The Management Company takes all complaints raised by investors seriously, gives them the highest attention and deals with them in an efficient and timely manner in the best interests of investors.

Investors are entitled to file complaints free of charge with the Management Company in an official language of their home country in writing, by post, by fax or by e-mail to the below contact details: :

UBS Third Party Management (Luxembourg) S.A.

Compliance department

33A, Avenue J.F. Kennedy

B.P.91, L-2010 Luxembourg

Email : olivier.humbert@ubs.com

The Compliance department is in charge of handling and following up the complaint and will inform the investors about the name and contact details of the person responsible for following-up the complaint. The Compliance department will (i) confirm receipt of the investors complaint within 10 (ten) business day after receipt of the complaint, unless the answer itself is provided to the investors within this period, (ii) respond with an answer without undue delay in any case, within a month from the receipt of the complaint.

Out-of-court resolution of complaints

If, the investors have not received a satisfactory answer from us within one month from the date at which they sent their complaint, they may refer the matter to the Luxembourg Regulator, Commission de Surveillance du Secteur Financier (CSSF). The contact details of the CSSF are:

Commission de Surveillance du Secteur Financier (CSSF)

110, Route d'Arlon

L-2991 Luxembourg

Email: reclamation@cssf.lu

Tel: (+352) 26 25 1 – 1

You can also download a copy of the CSSF Out-of-Court Resolution of Complaints Regulation at the following address:

<http://www.cssf.lu/en/consumer/complaints/>