

Lazard Fund Managers (Ireland) Limited (“we”, “us”) takes all client complaints very seriously. Regulation 25 of the UCITS Regulations 2011 requires that as an authorised UCITS management company in Ireland, we establish, implement and maintain adequate complaints handling arrangements in relation to the UCITS that it manages. We seek to resolve any issues fairly and consistently, within a reasonable timeframe.

We have set up a Customer Care Service at our Spanish Branch, as required by Chapter V of Law 44/2002, of November 22, on the Reform of the Financial System, Law 2/2011 on Sustainable Economy and in the Ministerial Order ECO 734/2004, of March 11, on the customer service departments of financial entities; and, in particular, in the rule 8 of the Order.

The purpose of this guidelines document is to provide a quick summary of our complaints procedure, as detailed in our Client Protection Handbook. A copy of the Client Protection Handbook can be requested by submitting an email to the below listed email address.

Making a Complaint About Our Services

If you are a potential, current or previous investor in one of the UCITS managed or marketed by us and if you have a complaint in respect of any of our services, please contact us as follows:

In writing by email to:

lfmi_customercare@lazard.com

In writing by post to:

Client Protection Officer
Customer Care Department
Lazard Fund Managers (Ireland) Limited, Sucursal en España
Pasep de la Castellana, 140
Piso 20
Letra E
Madrid
Spain

With a copy to:

The Designated Person for Complaints Handling
Lazard Fund Managers (Ireland) Limited
6th Floor
2 Grand Canal Square
Dublin 2
Ireland

Complaints may be filed in the official language or one of the official languages of their members states of the European Union.

How We Handle Your Complaint

We will investigate your complaint competently, diligently and impartially, obtaining additional information as necessary. We will:

- send you a prompt written acknowledgement to let you know that we have received your complaint, and we are dealing with it; and
- ensure that you are kept informed of the progress of the measures being taken for your complaint’s resolution.
- endeavour to complete our investigation and resolution to any complaint within a two month period from submission.

When we have come to a decision on your complaint, we will communicate our position clearly and promptly. If your complaint is accepted, we will offer to compensate you for any losses you may have suffered as a result of our actions. If your complaint is not accepted, we will explain the reasons why.

If you are dissatisfied with our response, we will notify you of your potential right to refer your complaint to the Central Bank of Ireland or to the Comisión Nacional Del Mercado de Valores (CNMV) Complaint Service.

The contact details of the CNMV are:

Address: Edison, 4, 28006 Madrid
Telephone: +34 900 535 015
Email: serviciodereclamacionesCNMV@cnmv.es