

As at: 1 March 2021

Complaint management note for customers of Union Investment Luxembourg S.A.

Dear Customer,

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

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 00352
By fax: 2640-2800
By e-mail: service@union-investment.lu
Via the Internet: <http://www.union-investment.lu/kontakt>
By post: Union Investment Luxembourg S.A.,
3, Heienhaff, L-1736 Senningerberg

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 administrator. Please describe the circumstances underlying your complaint and attach all relevant information and, if applicable, other relevant documents to your complaint. You will receive an acknowledgement of receipt within a period of ten working days after receipt of your complaint, unless your complaint has already been answered within this period.

We aim to clarify matters in a comprehensible manner, seeking common solutions. Naturally, this service is free of charge for you.

If we have not dealt with your request to your satisfaction, you can write to the person responsible for complaints on the Management Board of Union Investment Luxembourg S.A., Ms Maria Löwenbrück.

If we have not been able to clarify the matter in your favour, you have the option of taking legal action under civil law or of pursuing proceedings for settling disputes out of court. The procedure for settling disputes out of court in accordance with Regulation No. CSSF 16-07 is carried out at the Luxembourg supervisory authority CSSF (Commission de Surveillance du Secteur Financier). For further information, please consult the CSSF's website under the heading "Customer complaints" or follow the link below:
<https://www.cssf.lu/de/kundenbeschwerden/>.

Union Investment Luxembourg S.A.