BNP PARIBAS ASSET MANAGEMENT UK LIMITED

COMPLAINTS PROCEDURE

BNP Paribas Asset Management UK Limited places considerable importance on providing our clients with the highest level of service. However, we understand there may be times when we do not meet your expectations. We view all forms of dissatisfaction from our clients as a serious matter and do our best to resolve them as quickly as possible. We want clients to let us know straightaway if they are unhappy and the process below applies to all complaints whether they are received over the phone, by letter, fax or email

OUR COMPLAINTS PROCESS

We will acknowledge your complaint in writing within 5 working days after receiving it. If in some cases we have had sufficient time to look into the matter and investigate what's wrong, we will provide you with a full response in this letter.
If a matter requires further investigation, we will carry out a thorough review of the issue making sure to:

- Consider our decision carefully;
- Explain our conclusions to you clearly;
- Ensure you are treated fairly;
- Learn through our mistakes.

No later than eight weeks after we have received your complaint we will send you a final response.

If we cannot send you a final response within eight weeks we will explain why we are not yet in a position to do so and tell you when we will next contact you. When we send you a letter to say we have dealt with your complaint, we will give the reasons for any decisions we have come to.

If we have reasonable grounds to believe that another party may be solely or jointly responsible for the issue alleged in the complaint, we may forward your complaint, or the relevant part of it, in writing to that other party. If this is the case, we will inform you of this decision in our response, the reason why it is has been forwarded either completely or partly and the other party's contact details.

If your complaint falls within the jurisdiction of the Financial Ombudsman Service and you are unhappy with our final response, you may be entitled to refer your complaint to the Financial Ombudsman Service *(this will take you to an external website)* or see details below:

Financial Ombudsman Service
Exchange Tower
London E14 9SR
Telephone: 0800 023 4567 or 0300 123 9123

HOW TO MAKE A COMPLAINT

We want you to be able to complain in any way you choose. If you are dissatisfied with our service, please let us know by:

Email: AMUK.Complaint@bnpparibas.com

In writing:
Complaint Management
Compliance Department
BNP Paribas Asset Management UK Limited
5 Aldermanbury Square
London, EC2V 7BP

Telephone: 020 7595 2000

As part of our commitment to quality service, telephone calls may be recorded.

WHAT WE NEED FROM YOU

Please provide us with your name, address and account or reference number together with full details of your complaint.