

External Complaints Disclosure

Fiera Capital (Germany) GmbH & Fiera Capital (Germany) GmbH, Netherlands Branch

Fiera Capital (Germany) GmbH and Fiera Capital (Germany) GmbH, Netherlands Branch (the “**Firm**”) operate a formal policy and have written procedures for the effective consideration and proper handling of complaints which apply to clients and potential clients.

The Firm’s compliance function acts as Complaints Management Function and can be contacted at:

Email: ComplianceGroupEurope@fieracapital.com

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Expressions of dissatisfaction, no matter how trivial, about any member of personnel or any aspect of their activities will be reported to the Compliance Department without delay.

HOW TO COMPLAIN

- Provide a clear description of your concern including what and who the complaint relates to.
- What you would like us to do to put things right.
- Your relevant contact details.
- Any other relevant information.

HOW WE WILL PROCESS YOUR COMPLAINT

- Details of your complaint will be logged, and acknowledgement provided to you or your representative promptly.
- The Firm will review your complaint in accordance with internal policies and procedures, aiming to resolve this as quickly and fairly as possible.
- During the process, we may contact you to ask for more information, or any evidence you may have that you wish the Firm to consider.
- The Firm will also aim to keep you updated as to the progress of your complaint.
- In any case, the Firm aims to have a full response within 8 weeks of your first contact.
- If the Firm is able to finalise its investigation into your complaint within 5 business days the acknowledgement would be included as part of the Firm’s final response to you.
- Should any offer of remedial action or redress be accepted, the Firm will comply promptly and will cooperate fully in respect of any settlements or awards agreed and made.
- No charges will be incurred by any of the Firm’s clients in relation to submitting a complaint.
- If you remain dissatisfied with the Firm’s response or the Firm has been unable to respond within 8 weeks you are reminded that you may be able to take civil action in regard to your complaint and you may be able to refer the complaint to an alternative dispute resolution entity, as defined in Article 4(h) of the Alternative Dispute Resolution Directive (e.g. the ombudsman's office of the German Investment and Asset Management Association "BVI" www.ombudsstelle-investmentfonds.de).