

GLOBAL INVESTMENT ADMINISTRATION LUXEMBOURG

Introduction

At CBRE Global Investment Administration Luxembourg (“CBRE GIAL”) we highly value the interests of our clients and always aim to deliver the best and most efficient services and outcomes.

In line with our core values we have implemented robust complaints handling processes and procedures to ensure our clients are treated in a fair manner.

We want to encourage our clients to express any complaints in relation to the services we provide to them and regard every complaint as opportunity to strengthen our processes and procedures and thus improve client outcomes.

The purpose of this document is to provide clear, precise and up-to-date information to our clients on CBRE GIAL implemented procedure for managing complaints in compliance with CSSF Regulation n° 16-07.

Submitting a Complaint

To express either dissatisfaction with CBRE GIAL general level of service and/or a recurring service issue a client should first reach out to his dedicated relationship manager.

Where the client does not obtain an answer or a satisfactory answer at the level it submitted the complaint, the client has the opportunity to raise his complaint to the level of Authorized Management.

The complaint should be made in writing (by registered mail or email) and provide clear details of the issue or matter of concern, including supporting documentation or evidence, where applicable and appropriate. A request for information, clarification or service is not a complaint.

Registered office address:

CBRE Global Investment Administration Luxembourg S.à r.l.
Attn. Garance Spano
4 rue du Fort Wallis
L-2714 Luxembourg
Grand Duchy of Luxembourg

Email:

complaints.lux@cbre.com

Complaints Handling

Upon receipt, CBRE GIAL will review the complaint and investigate the case, treating it as high priority.

An acknowledgement letter/email will be issued to the complainant, within 10 business days (in Luxembourg) of receipt of the written complaint, unless the complaint has been fully resolved within the intervening period.

A final letter will be sent to the complainant to inform of the outcome of the investigation and the action taken to resolve the complaint, within maximum one month from the receipt of the complaint.

CSSF Out-of-court resolution of complaints

If within 10 business days after the receipt of the complaint the client has not had received at least an acknowledgment of receipt or if within one month after having sent your complaint to CBRE GIAL's attention the client is not satisfied with the answer from the authorized management, the client can file a request for out-of-court complaint resolution with the *Commission de Surveillance du Secteur Financier* ("CSSF") at no charge.

The request must be filed with the CSSF in writing, by post or by fax to the CSSF or by email (to the address/number available on the CSSF website), or online on the CSSF website. In order to facilitate the filing of a request, the CSSF publishes a form on its website.

More details are available on the CSSF website at:

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