

## COMPLAINT HANDLING PROCEDURE

Pioneer Asset Management S.A. (“PAMSA”) is a management company established under Chapter 15 of the law of 17 December 2010 relating to undertakings for collective investment. PAMSA is subject to the supervision of the *Commission de Surveillance du Secteur Financier* (“CSSF”).

The purpose of this document is to provide clear, precise and up-to-date information on PAMSA complaint handling procedure in accordance with CSSF Regulation N 16-07 relating to the out-of-court resolution of complaints. The Complaint Handling Procedure is intended to ensure that complaints are dealt with properly and promptly.

### 1.1 HOW TO ADDRESS A COMPLAINT

The Complainant shall address a complaint indicating: first and last name (and/or – should be the case – the legal representative) together with the contact details (address, postal code, city, country). The Complainant shall explain in details the facts originating the complaint, enclosing all relevant supporting documentation.

### 1.2 TO WHOM ADDRESS A COMPLAINT

The Complainant may address the complaint in first instance by sending a letter to:

Pioneer Asset Management S.A.  
Compliance Department  
Attn. Complaints Manager  
8-10, rue Jean Monnet  
L-2180 Luxembourg

E-mail: [DL.LUX.Compliance@pioneerinvestments.com](mailto:DL.LUX.Compliance@pioneerinvestments.com)

Telephone: 00352/ 42 120-1  
Attn. Compliance Department

### 1.3 RESPONSIBLE PERSON

The Complainant is given the opportunity to rise in second instance the complaint up to the level of the management by sending a letter to the Managing Director.

### 1.4 COMPLAINTS HANDLING TIME-FRAME

PAMSA will acknowledge the complaint within 10 business days from receipt and within this term will inform the Complainant of the name and contact details of the person in charge of the complaint as well as the person responsible for complaints at the level of the management.

PAMSA will provide the Complainant with its answer within maximum one month from the date of receipt of the complaint. Where PAMSA considers that due to the nature of the complaint it shall exceed this period, the Complainant is informed on the causes of the delay and the date in which the examination is likely to be achieved.

### 1.5 CSSF OUT –OF-COURT RESOLUTION OF COMPLAINTS

Where the complaint handling at the level of the Responsible Person did not result in a satisfactory answer for the Complainant, PAMSA shall provide with a full explanation of its position and will inform the Complainant in writing of the out-of-court complaint resolution procedure at the CSSF. The Complainant may address a request of out-of-court resolution of complaints to the CSSF. ( Commission de Surveillance du Secteur Financier, 283 route d’Arlon, L-2991 Luxembourg) or by fax (00352 26 25 1 2601) or by e-mail ([reclamation@cssf.lu](mailto:reclamation@cssf.lu)) filing the form available at CSSF web-site (<http://www.cssf.lu/consommateur/reclamations/>).

The request must be filed with CSSF within one year from the date in which the original complaint was filed.