

COMPLAINT HANDLING POLICY

1. Introductory provisions

NN Investment Partners B.V., Czech Branch (hereinafter the “Company”) hereby determines the policy for handling complaints and claims including the registration of the complaint and the involvement of the appropriate parties.

Company strives to act in the best interest of its clients by aiming to meet the highest standards when conducting business. These standards are defined in law and regulations, the NN Values and Code of Conduct and various NN IP policies and procedures.

Every customer is entitled to submit objections or suggestions or query the activities of the Company in relation to provision of investment services. The subject of proceedings according to this Policy is all claims and complaints (hereinafter “Complaints”) concerning such activities assured by the Company.

Customers submit complaints in the event that they believe that the Company has failed to adhere to contractual arrangements, or if it acts in conflict with the legal regulations. Customer complaints may also be directed towards the content of provided information or towards actions and behaviour by Company employees. A Complaint is the manner in which a customer expresses his dissatisfaction with a product and/or services, requiring a response by the Company.

2. Complaint management procedure

Method of submitting a Complaint and its form

- a) Via the client’s relationship manager or portfolio manager
- b) Email via call centrum - funds@nnip.cz
- c) Written at the company’s registered address - NN Investment Partners B.V., Czech Republic, Bozděchova 344/2, 150 00 Praha 5
- d) Company’s data box - idhs47x

Complaint acceptance confirmation

The Company will confirm acceptance of the Complaint to the Customer in writing (by e-mail or letter) within 3 business days of acceptance of the Complaint.

The Company is entitled to ask the Customer to provide additional information, if it finds the Complaint incomplete. The Customer is required to provide the appropriate cooperation.

Internal Complaint process

Company will register the complaint in its internal CRM (Customer Relationship Management) system and inform the appropriate internal stakeholders of the complaint.

Company will investigate the complaint competently, diligently and impartially and assess the subject matter of the complaint fairly, consistently and promptly, as well as what remedial action may be appropriate.

Time limits for settling the Complaint

Complaints are settled as soon as possible. The maximum time limit for settling the Complaint is 14 calendar days from acceptance of the Complaint. If the Complaint cannot be settled within this time limit, the Customer is informed of the reasons and of the estimated time limit within which the Complaint will be settled.

The final response offers remedial action or rejects the complaint and provides the reasons for doing so.

3. Possibility of appeal

If the Customer is not satisfied with settlement of the Complaint, he can contact the members of the Company’s Board of Directors.

4. Final provisions

This Complaint Procedure becomes valid and comes into effect on 24 June 2021.

The Complaint Handling Policy is a publicly available Company document and is also available at the Company’s registered office on request. The Company publishes the Complaint Handling Policy on the Company’s website.