

Procedure for handling claims

ING Solutions Investment Management Luxembourg S.A., hereinafter « ISIM », is licensed both as a Management Company subject to chapter 15 of the law of 17 December 2010 concerning Undertakings for Collective Investment and as an Alternative Investment Fund Manager subject to article 7 (1) of chapter 2 of the law of 12 July 2013 on Alternative Investment Fund Managers.

ISIM is aware of its responsibilities and, in accordance with CSSF Regulation 16-07 dated 11 November 2016 relating to the out-of-court resolution of complaints and the CSSF Regulation 10-04, discloses a claims handling procedure relating to the activities for which it is responsible.

Each claim must be sent in first instance in writing, in English or in French, together with supporting documents to:

ISIM

To the attention of the Compliance Officer

Until the 31 March 2017: 48, Route d'Esch L-2965 Luxembourg

As of the first April 2017: 26, Place de la Gare L-1616 Luxembourg

Where in first instance, the complainant did not obtain an answer or a satisfactory answer, the complaint may be addressed to the management board of ISIM to:

ISIM

To the attention of Mrs Sandrine Jankowski

Until 31 march 2017: 48, Route d'Esch L-2965 Luxembourg

As of the first April 2017: 26, Place de la Gare L-1616 Luxembourg

The complaint shall be supported by a statement of the reasons on which it is based together with the following documents:

- A detailed and chronological statement of the facts underlying the complaint and the steps already taken ;
- In the case where a person acts on behalf of an applicant or on behalf of a legal person, a document showing that person is legally entitled to act so;
- A copy of a valid ID document of the applicant (natural person) or, where the applicant is a legal person, of the natural person representing this legal person;

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A representative of ISIM will contact the applicant in the following 10 working days and will keep the applicant informed about the progress in handling the claim.

An answer is in any case provided within a period of maximum one month between the date of receipt of the complaints and the date at which the answer was sent. Where an answer cannot be provided within this period, ISIM shall inform the complainant of the causes of the delay and indicate the date at which its examination is likely to be achieved.

The applicant is informed of its possibility to escalate its claim to the CSSF, following the terms and conditions described in CSSF Regulation 16-07, relating to out-of-court dispute settlement (<http://cssf.lu>).

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