

COMPLAINTS PROCEDURE

Any complaint may be lodged by mail or email addressed to the Complaints Management department of Degroof Petercam Asset Management to one of the following addresses:

Degroof Petercam Asset Management SA/NV
Complaints Management Department
Guimard street 18
1040 Brussels
E-mail : claimsDPAM@degroofpetercam.com

For Luxembourg funds:
Address: Allée Scheffer 5 – L-2520 Luxembourg – Grand Duché de Luxembourg
E-mail : secopc@petercam.lu

Any such claim may be made in French, Dutch, and English or in the language in which the CIS' documentation is translated for marketing purposes in the Member State of the investor concerned.

If the solution of the Complaints Management Department of the Bank Degroof Petercam does not suit you, you can contact the Ombudsman Service Banks – Credits – Investments at the following address:

Ombudsfin – Ombudsman and financial conflicts
Rue Belliard, 15-17, letterbox 8
1040 Brussels

Tél. : +32 2 545 77 70

Fax: +32 2 545 77 79

E-mail: ombudsman@ombudsfin.be