

## Information on Complaints Management for clients of LGT Capital Partners (U.K.) Limited

Dear client,

The satisfaction and trust of our clients are very important to us. We also strive to ensure that our products and services are optimally suited to your needs and that our service quality constantly improves.

For that reason, LGT Capital Partners (U.K.) Limited, in its role as an investment advisor has introduced effective and transparent procedures aimed at ensuring appropriate and prompt handling of client complaints for the funds and the mandates it advises and distributes.

Both we and our third-party agents take complaints relating to the funds we advise on and the offered services very seriously. Client complaints may be communicated in writing (e.g. by letter, e-mail or by using the complaint form below) or verbally (e.g. in person or by telephone) free of charge to:

### **LGT Capital Partners (U.K.) Limited**

1 St. James's Market  
London SW1Y 4AH  
United Kingdom  
Phone: +44 20 7484 2500  
E-Mail: lgt.cp@lgt.com

To handle your complaint we need the following information from you:

- Contact details (first name, last name, address, telephone no., e-mail address)
- Name of fund/sub-fund/share class and ISIN number or securities number (if your complaint refers to a fund)
- Reason for complaint and what it relates to
- Client's proof at the time the reason for the complaint occurred (if your complaint refers to a fund)

LGT Capital Partners (U.K.) Limited will ensure that once we receive your complaint it is handled swiftly and competently and that you receive a written reply after we have investigated the complaint. An acknowledgement of your complaint will generally be within 3 working days of receipt, and a final response letter after 8 weeks.

Within our final response letter, we will include details of the Financial Ombudsman Service (the "FOS"), to whom, provided you are an eligible complainant, you have the right to refer a complaint if you are not satisfied with our response. Any referral to the FOS must be made within 6 months of receiving our final response.

Further information about the FOS and whether you are an eligible complainant can be found at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) or by calling 0800 023 4567.

You may send us your complaint in English, German, Italian or Spanish.

Yours faithfully,

LGT Capital Partners (U.K.) Limited

Appendix:

- Complaint form for easy submission

## Complaint Form

### 1. Contact details

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Surname / First name:

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Company name:

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Street / Number:

---

Postcode / Town:

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Country:

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Phone:

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E-Mail:

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### 2. Fund (if applicable)

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Name of the fund / Segment / Shareclass:

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ISIN- or Valor-number:

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### 3. Reason for complaint including all relevant facts

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### 4. Contact details

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