

Man Asset Management (Ireland) Limited Complaints Handling Procedure

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Man Asset Management (Ireland) Limited takes all complaints seriously and is committed to dealing with any complaints raised promptly and objectively.

As a regulated firm, Man Asset Management (Ireland) Limited is required to have a written procedure for the effective consideration and proper handling of complaints from clients, former clients and prospective clients. The procedure is set out below to assist you.

- Investors in a Man Asset Management (Ireland) Limited managed fund may make a complaint free of charge.
- The firm will assign a suitably experienced employee who is independent of the matter to commence an investigation.
- You can expect to receive a prompt written acknowledgment to the initial complaint. This will contain the name and job title of the person handling the complaint.
- Your complaint will be investigated competently, diligently and impartially. The aim of the firm is to provide a prompt response. However, on occasion a response may take a greater period of time in order to complete a proper investigation. In cases such as this, the firm will keep you informed of the progress of the complaint and let you know when you should expect to receive a response.
- In the unlikely event that we are unable to resolve your complaint within eight weeks we will inform you accordingly in writing and let you know when we expect to finalise matters
- Upon completion of an investigation the firm will send you a final response setting out what the position on the complaint is.
- If, on receipt of the firm's final response you are not satisfied with the response provided, and, subject to you being deemed an eligible complainant, you may be able to refer your complaint to the Financial Services and Pensions Ombudsman (Website: www.fspo.ie)

At all times the Head of Compliance for the firm will be kept informed of your complaint and its resolution