

Information on Complaints handling

At Nordea Asset Management UK, we are committed to providing high-quality service to our investors. Whilst we strive for the highest standards to satisfy investors, we accept that we may not always get it right the first time. Every complaint we receive is taken very seriously from the first instance and acknowledged by the firm. When a complaint occurs, a prompt complaint handling process will be invoked applying the necessary objectivity. We will aim to resolve your complaint in a fair and equitable manner.

For any general enquiries, please visit the 'Contact Us' section of our website, www.nordea.co.uk, to be directed to the contact information of the relevant representative.

1. Complaints

Should you wish to express a serious dissatisfaction with the quality of the service provided related to your investment, you may file – free of charge - a formal complaint either in English or an official language of your home country.

Complaints shall be notified in writing by filling the form available on Nordea.co.uk or by the means of a letter to the Compliance Officer in Nordea Investment Funds S.A. or alternatively you may escalate directly to the management of Nordea Investment Funds S.A. You may also contact us by post to Nordea Asset Management UK.

Nordea Investment Funds S.A.
Compliance Officer
562, Rue de Neudorf,
P.O. Box 782 L-2017
Luxembourg

Nordea Asset Management UK
6th Floor, 5 Aldermanbury Square
London
EC2V 7AZ
United Kingdom

2. Handling of your complaint

Our aim is to acknowledge receipt of your complaint within ten business days indicating the timeframe for resolving the complaint. You will receive a formal response covering the subject matter of your complaint and the outcome of our analysis.

Please note: Nordea Asset Management UK DOES NOT deal directly with retail investors. However, if you are a retail investor and you wish to complain about Nordea Investment Funds S.A. managed product, you can use the contact details above and your complaint will be forwarded onto the relevant entity for investigation.

3. Out-of-court resolution

We endeavor to find a swift resolution to your complaint in accordance with our regulatory obligations. However, should you feel that your complaint has not been appropriately addressed, you have the right to refer your complaint to the Luxembourg regulator, Commission de Surveillance du Secteur Financier (CSSF) within one year of the date of your initial complaint and in accordance with the conditions set out in the CSSF Regulation N°16-07 relating to out-of-court complaint resolution. More information can be downloaded here: www.cssf.lu/wp-content/uploads/RCSSF_No16-07eng.pdf

The contact details of the CSSF are:

Commission de Surveillance du Secteur Financier
Département Juridique CC
283, route d'Arlon
L-2991 Luxembourg

Tel: (+352) 26 25 1 – 2904
Fax: (+352) 26 25 1 – 2601
Email: reclamation@cssf.lu

www.cssf.lu/en/customer-complaints/#how-to-submit-a-complaint-to-the-cssf