



Information on Complaints handling in Nordea Investment Management AB

Nordea Investment Management AB (NIM) has a complaints handling process aiming to handle all complaints promptly and to ensure fair treatment of all customers.

If you are dissatisfied with a service NIM has provided, we encourage you to contact your usual business contact at NIM as a first remedy. If your issue remains unsolved, a formal complaint may be submitted to NIM as explained in this document.

A complaint is a statement of dissatisfaction addressed to NIM, relating to the provision of an investment service, ancillary service or ancillary operation provided by NIM. In this context, general comments or expressions of dissatisfaction or general queries for which customers are satisfied with the answer provided by NIM shall not be regarded as complaints.

Complaints should be filed in writing, by post, to the Complaints Management Function at the following address:

Nordea Investment Management AB, Klagomålsansvarig (Complaints Management Function), M540, 105 71 Stockholm, Sweden

Complaints could also be sent by e-mail to: nim.compliance@nordea.com

All complaints are registered securely at NIM and shall normally be handled within 14 business days after receipt. If a final response letter cannot be provided within 14 days, NIM shall acknowledge the complaint to the customer and give an indication about the expected timeframe for its resolution.

As a data controller Nordea Investment Management processes personal data to deliver the products and services that are agreed between the parties and for other purposes, such as to help you with your request or comply with laws and other regulations. For detailed information on Nordea Investment Management processing of personal data, please review Nordea's privacy policy, which is available on Nordea's website or by contacting Nordea Investment Management. The privacy policy contains information about the rights in connection with the processing of personal data, such as the access to information, rectification, data portability, etc.