

COMPLAINTS HANDLING POLICY

1. Background

Amundi Malaysia Sdn. Bhd. and/or Amundi AAlam Sdn. Bhd. ('Collectively referred to as Amundi Malaysia') make all possible efforts to conduct business in a manner that avoids client / investor complaints.

Amundi Malaysia has a complaints handling procedure in line with Amundi Group policy to ensure that complaints received from Amundi Malaysia clients and/or investors ("complainants") in funds in respect of which Amundi Malaysia is the appointed Management Company are handled properly and resolved promptly, while always meeting clients and investors' best interests.

Amundi Malaysia will ensure that complaints are investigated as soon as the complaint has been delivered by the complainant.

2. Objective and Scope

A complaint is defined as a written statement or a statement received by any traceable means, indicating a client's dissatisfaction with Amundi Malaysia relating to the provision of an investment service. A simple request for information, advice or clarification of a service does not constitute a complaint.

Amundi Malaysia's Complaints Handling Policy outlines the process for handling complaints from clients in a fair, efficient, and timely manner.

This framework applies to all clients of Amundi Malaysia.

3. How to make a complaint

Complaints can be lodged through the following channels:

Email	:	salescs-my@amundi.com
Phone	:	+603 27161688
Fax	:	+603 2716 1699

This framework ensures a structured and consistent approach to handling complaints, fostering trust and transparency between the asset management company and its clients.