

HSBC Investment Funds (Luxembourg) S.A.

Complaints Handling policy

1. Overview

Clients are entitled to contact HSBC Investment Funds (Luxembourg) S.A. ('HIFL') to lodge a complaint free of charge on every matter relating to their investment or potential investment into a fund for which HIFL is the Management Company. The complaints can be received in writing, by letter, email, fax or orally, by telephone or in person.

2. Identification

A complaint is defined as a verbal or written expression of dissatisfaction relating to a financial service or specific product. This product or service may be provided by HIFL or by its outsourced third parties.

3. Complaint Handling process

If upon receiving a complaint, there is insufficient information to understand the circumstances of the complaint then HIFL may seek further clarification by letter or email.

All complaints must be acknowledged within 5 days of receipt.

The acknowledgement letter/email must indicate:

- that the complaint is receiving immediate attention;
- the name, or job title and contact details of the complaint owner handling the complaint;
- estimated timescales for the complaint resolution;
- the details of our internal complaint handling procedures with clear explanations and next steps which will be undertaken; and
- that a full response will follow.

For oral complaints the letter should also set out our understanding of the issue, inviting a response from the complainant to confirm accuracy.

Should the complaint not be clarified within 48 hours and should it not be expected to have it clarified within 5 working days, the Complaint Owner will advise the client in writing that the complaint has been received and is currently under review, within an explanation mentioning the reason of not providing a full response at this stage.

The Complaint Owner has to provide a target date for a full response or next update - the target date provided must be realistic and not more than 2 weeks after the date of the holding response.

If the complaint is not resolved within 2 weeks the client must be provided with a status update, and provided with an additional explanation as to why a full complaint response cannot be provided.

This process must be repeated until complaint is settled entirely. Note that the client must be continuously kept updated with status every 10th business day until the complaint is resolved.

The final correspondence (letter/Mail/visit memo) should entail:

- Nature of customer's original complaint;
- Summary of the complaint;
- Scope of investigation, including which information has been used to determine the outcome and the significance that has been placed on that information;
- Remedial action will be taken in place;
- What will happen next;
- An indication that the client has 30 calendar days to answer to the letter if he/she wishes to discuss it.

A complaint will only be closed when we have communicated our response to the customer addressing their issues.

Dealing with the complaint is closed as soon as the client expressly accepts the bank's position and/or remedial offer, or when the above 30 calendar days' period elapsed.

In cases where the complaint cannot be resolved, the matter may be referred to the Commission de Surveillance du Secteur Financier (CSSF) for mediation.

4. Contacts for Complaint Handling

Any complaint can be referred to HIFL using the following;

Address: HSBC Investment Funds (Luxembourg) S.A.
18 Boulevard de Kockelscheuer, L-1821
Luxembourg, Grand Duchy of Luxembourg

Email: hifl.complaint@hsbc.com

Telephone: +352 4888 9625