RBC BlueBay Asset Management

Complaints Handling Policy and Procedure

BlueBay Funds Management Company S.A.

In accordance with Article 15 (1) of CSSF Regulation 16-07 and Circular CSSF 18/698, BlueBay Funds Management Company S.A. ("BlueBay Lux") has put in place a policy and procedures for the handling and review of Clients complaints and to ensure that such complaints are handled properly and are resolved in a prompt and timely manner, taking into account the Investor's interests.

A complaint is a claim to recognize a right or redress an issue in terms of the services provided in relation to BlueBay Lux funds under Management. However, a request for information, clarification or service is not a complaint. Complaints may be submitted in writing (either by mail or email) and can be made by Clients directly; or may be made through the Investor's financial intermediary.

Complaints may be submitted in French, English, German or in the official language of the country where the Company's branch, to which activity the complaint relates, is located.

Complaints should be directed to the attention of the **Complaints Handling Officer** by email: **BFMC_Complaints@bluebay.com**

or in writing to:

BlueBay Funds Management Company S.A.
4, Boulevard Royal
L-2449 Luxembourg

Clients from Germany: can forward their complaints to the attention of the Complaints Handling Officer at the following address:

BlueBay Funds Management Company S.A., Zweigniederlassung Deutschland
Perstalozzistraße 31,
80469 Munich
Germany

Clients from Spain: in accordance with the Spanish Ministerial Order ECO 734/2004, the Client Defense Officer of the branch is responsible for the local client claims and complaints with respect to the activity of BlueBay Funds Management Company S.A, Sucursal en España.

Clients from Netherlands: In the event a complaint is made to the Company's Netherlands branch, and it does not result in a satisfactory resolution of the complaint, the Client can submit the complaint to local complaints authority - *Klachteninstituut Financiële Dienstverlening* (Kifid). The Client can also bring the dispute before the Dutch civil court directly.

On receipt of a complaint BlueBay Lux will commence investigation and will provide an answer to the client without undue delay and will acknowledge of receipt of the complaint in writing within ten (10) business days.

BlueBay Lux will handle all complaints in accordance with the following four principles:

- a transparent review process for the Investor;
- no additional fees will be incurred by the Investor as a result of the complaint;
- an objective approach; and
- timeliness of response.

Following the conclusion of BlueBay Lux investigation, BlueBay Lux will provide, within a period of one (1) month form the date the client complaint is received, a written response to the complaint, notifying the Investor of the outcome of the investigation and the actions proposed to resolve the complaint.

In accordance with the provisions of regulation no. 16-07 issued by the Luxembourg financial regulator the Commission de Surveillance du Secteur Financier (the "CSSF"), if after one (1) month following the submission of the complaint to BlueBay Lux, the client has not yet received a written acknowledgement of receipt or has received an answer which he/she/it does not view as satisfactory, then the client may contact the CSSF in writing (i.e. by post, by fax, by e-mail or online on its Website) in order to request the latter to assist with settling amicably the conflict opposing him/her/it to BlueBay Lux. In this case the request with the CSSF must be filed within one year after filing complaint with BlueBay Lux.

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

Tel: (+352) 26 251 - 2904
Fax: (+352) 26 251 - 2601

reclamation@cssf.lu

Or filling in the online complaint via the following address: CSSF - Réclamation

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