

BlueBay Funds Management Company S.A. Complaints Handling Policy and Procedure

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. A complaint may be submitted in French, English, German or Italian.

Complaints should be directed to the attention of the Complaints Handling Officer – Anne-Cecile Pirard by email acpirard@bluebay.com or 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:

BFMC_Complaints@bluebay.com
BlueBay Funds Management Company S.A., Zweigniederlassung Deutschland
Nymphenburger Strasse 4
80335 Munich.

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 from 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.

Commission de Surveillance du Secteur Financier
Département juridique II
L-1150 Luxembourg
Tel.: (+352) 26 25 1 - 1
Fax: (+352) 26 25 1 – 601
reclamation@cssf.lu

Or online via the following address:

<http://www.cssf.lu/en/consumer/complaints>

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