

COMPLAINT MANAGEMENT POLICY

General points and principles

Natixis Investment Managers International has set up a complaint management system aimed at effectively, transparently and uniformly processing complaints from its customers, in accordance with applicable regulations.

Access to the Complaint Department is free of charge and customers can file their complaint according to the case (i) in French or (ii) in the or one of the official languages of the member state in which the UCITS is marketed or in which the service is provided.

Definition of a complaint

A complaint is a declaration that reveals the discontent of the customer towards the professional. A request for information, an opinion, clarification or service is not a complaint. Requests and complaints can in particular concern the portfolio management and performance, rate aspects or the legal documentation or any element concerning the service provided.

Processing complaints at Natixis Investment Managers International

The complaint can be filed by mail, telephone or e-mail, or with the customer's usual contact. Claims filed by mail are sent to: Natixis Investment Managers International – Service clients, 43, avenue Pierre-Mendès-France – 75013 Paris.

Claims made over the phone are recorded on the telephone sets of the customer assistance representatives.

Claims filed via e-mail must be sent according to the customer as follows:

For customers for whom the intermediary is the Caisse d'Épargne and Banque Populaire network distributors:

- Via e-mail sent to: Relation-Clients-Reseaux@natixis.com

For all other customers:

- Via e-mail sent to: ClientServicingAM@natixis.com

Processing time

Natixis Investment Managers International agrees to:

- acknowledge receipt of all of the complaints that it receives within a maximum period of 10 days except when the response can be provided within this timeframe.
- answer the complaints within a maximum of 2 months starting from the date they were received by Natixis Investment Managers International
- keep the customer informed in the event this timeframe cannot be met, of the unfolding of the processing for their complaint and the special circumstances that justify why this timeframe cannot be complied with.

Mediation via the autorite des marchés financiers

The Autorité des Marchés Financiers (Financial Markets Authority) has a Mediator that can be contacted by any interested party, whether an individual or a legal entity, in the framework of a dispute of an individual nature falling within the scope of its competences, i.e. financial investments.

You can send a letter via the post to the following address:

Médiateur de l'AMF
Autorité des marchés financiers
17 place de la Bourse
75082 PARIS CEDEX 02

A form to request mediation is available online on the AMF's internet website (www.amf-france.org).

Claims policy for refund of foreign withholding tax for collective investment schemes managed by Ostrum Asset Management/Natixis Investment Managers International

French and Luxembourg collective investment schemes (CIS) may receive dividends net of withholding tax on foreign securities held within the fund portfolios. The withholding tax rate applied to dividends for French and Luxembourg CIS may in certain cases be different from the rate applicable to dividends paid to CIS domiciled in the same country as that of the security issuer.

Pursuant to the ruling from the European Court of Justice on May 10, 2012, it is possible to file a claim with the relevant authorities in certain European Union countries to request a refund of the rate differential.

Accordingly, the asset manager's policy is to proceed with the filing of such claims on behalf of the CIS it manages, when a number of conditions - the likelihood of success in obtaining a refund, the time-frame, the costs – are deemed to be in the best interests of the investors, and materiality thresholds may be assessed with this in mind.

However, the actual refund amounts and the timeframe for final payment can vary, and therefore the CIS may incur external costs without benefiting from the refunds expected. The fees paid and refunds obtained under the terms of this policy will be set out in the CIS' annual reports.