



Complaint Management Policy

NATIXIS INVESTMENT MANAGERS INTERNATIONAL

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 or any interested party, including parties without a contractual relationship with Natixis Investment Managers International, in accordance with the applicable regulations. The AMF (French financial markets authority) has drawn up an exhaustive list of such parties, namely "customers, former customers, holders of financial securities, persons who have sought the provision of a product or service from the professional or who have been solicited by a professional, including their agents and beneficiaries", hereafter "Customers" or "Client".

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 states in which the UCITS is marketed or in which the service is provided.

Definition of a complaint

A complaint is an expression of dissatisfaction by an identified Client regarding services performed by the Firm or its affiliates and requiring a response. These services include fund management, fund performance, fees, legal or commercial documentation, and may involve any product marketed and/or managed by Natixis Investment Managers International.

A complaint may be formulated in writing (e-mail, letter, website, social networks) or orally (in a meeting, phone call), in which case, it must be followed by traceable transcript so it can be handled in the same way as a written complaint.

For the purposes of this Procedure, the following shall not be considered as Complaints:

Requests for information, opinion, clarification or service may not constitute a complaint upon initial receipt, despite dissatisfaction perceived from the client. However, they might result in a formal complaint if not addressed in a timely and satisfactory manner.

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. Complaints filed by mail are sent to:

Natixis Investment Managers International – Service clients, 43, avenue Pierre-Mendès-France – 75013 Paris.

Complaints made over the phone are recorded on the telephone sets of the customer assistance representatives. Complaints 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 within a maximum period of 10 days from the date on which the complaint was sent, except when the response can be provided within this timeframe.

- Respond to all complaints within a maximum of 2 months starting from the date on which the complaint was sent. If sent by post, the postmark shall prevail.
- Systematically indicate in the response to the Customer all possible avenues of recourse, in particular the name and contact details of the competent ombudsman.
- 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.
- 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 (French 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 02e

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

Complaints policy for refund of foreign withholding tax for collective investment schemes managed by 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 complaint 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 complaints 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.

Additional Notes

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➤ To learn more, contact us as follows:

Visit: im.natixis.com