

Comgest Growth plc

COMPLAINTS HANDLING

This document describes the complaints handling process for Comgest Growth plc (“Comgest Growth”).

Definition of a complaint

Any statement transmitted orally, in a letter, by fax, by email, or otherwise, that alleges specific inappropriate conduct by Comgest Growth is a complaint.

How to make a complaint

If you wish to make a complaint to Comgest Growth you can do so in the following ways:

- By submitting it to your usual contact in Comgest or to your intermediary if you are a private investor and have made your investment through an intermediary.
- By email to DL-CAMIL-Compliance@comgest.com
- By letter at the following address:

Comgest Growth plc - Compliance
46 St. Stephen's Green
Dublin 2, D02 WK60
Ireland

Investors or potential investors may submit complaints free of charge.

Investments via an Intermediary

If you are a private investor and have made your investment through an intermediary (such as a financial adviser, broker, or platform), please ensure they are aware of your complaint as they may have recommended your investment in Comgest Growth as part of a wider portfolio decision. Comgest will endeavour to work with your intermediary to address your concerns.

Complaints handling process

A member of the Compliance department will ensure that receipt of the complaint is acknowledged, and the complaint is addressed in a timely manner.

Appeals

If your complaint has not been resolved to your satisfaction **within 40 business days** and where you qualify for the matter to be heard by the **Financial Services and Pensions Ombudsman**, you have the right to refer the matter to:

Financial Services and Pensions Ombudsman (FSPO)

Lincoln House, Lincoln Place
Dublin, D02 VH29

Tel: +353 (01) 5677000

Email: info@fspo.ie

Please refer to the **Financial Services and Pensions Ombudsman's website** for further information: <https://www.fspo.ie/>.