



Client Complaint Information Statement

We value our relationships with our clients and we place strong emphasis on developing long-term relationships of support, honesty and transparency.

In view of this, we encourage you to provide us with feedback and have established a formalized complaint resolution procedure to address your concerns and ensure that they are resolved in a timely and effective manner.

The complaints procedure is as follows:

1. All complaints must be submitted in writing to the Head of Legal and Compliance (address listed below) to ensure that we have the correct details and that the procedure is managed efficiently and effectively.
2. Written acknowledgement of our receipt of your complaint will be sent to you within three working days.
3. We undertake to evaluate all complaints equitably and will respond to your complaint as soon as we have completed our investigation of it.
4. All written complaints received will be reviewed and dealt with independently by the Head of Legal and Compliance in a professional and proficient manner.
5. Every effort will be made to respond to your complaint within 20 working days. Where, due to the complexities of a complaint, we are unable to provide you with a full response within 20 days, we will inform you of the likely delay and will aim to provide our final response within eight (8) weeks.

Victor Odtojan

Head Legal and Compliance

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