

Complaints Handling Summary

A summary of our complaints handling processes are detailed below:

1. A complaint or issue of dissatisfaction should be addressed to the Firm in the following ways:

In writing to: Diego Wauters, SCOR Investment Partners UK Ltd, Asia House, 31-33 Lime Street,
London EC3M 7HT

By phone: +44 20 3207 8832

By email: dwauters@scor.com

2. On receipt of your communication we will undertake an assessment as to whether this is a complaint and should be handled in line with our internal complaints policy.

If you are a MiFID complainant we will provide written acknowledgement of your complaint promptly and will keep you informed of our progress in reviewing your complaint.

Where we receive MIFID complaints we will ensure that we investigate the complaints competently and diligently. We will review the complaint impartially and will ensure that we seek additional information where necessary. Our assessment of the complaint will be made promptly, fairly and consistently. We will review the subject matter of the complaint and assess whether the complaint should be upheld. We will assess the remedial action or redress that is appropriate if the complaint is upheld and will also assess whether another respondent party who is solely or jointly responsible for the issue raised within the complaint. Where the offer of remedial action or redress is accepted, we will ensure that we comply with the terms of this.

3. If we feel your complaint requires further review and we cannot respond to you with a resolution within three business days we will inform you of this. We will provide you with details of who is responsible for handling your complaint as they will provide you with updates.

We will provide you with a written Final Response Letter within eight weeks of the date of your original complaint. Within this letter we will provide details as to any findings we have made as a result of our investigation into your complaint and whether any remedial action will be taken by ourselves. We will ask you to confirm if you are satisfied with our conclusion.