

## **OUR COMPLAINT PROCEDURE**

State Street Global Advisors Funds Management Limited (“FML ManCo”) is committed to take into consideration any complaint that comes to its knowledge.

### **Making a Complaint**

FML ManCo defines a customer complaint as any oral or written expression of dissatisfaction or grievance communicated by, or on behalf of, a client relating to the products and/or services of FML ManCo or SSGA Luxembourg SICAV. To ensure concerns or complaints are handled in the most effective manner possible and in accordance with the applicable legal requirements, please select the appropriate option below to register a complaint. A further step is available to the complainant if they do not receive a response or are dissatisfied with the response received, this is also detailed below.

#### **Step 1:**

#### **Contact State Street Global Advisors Funds Management Limited directly.**

You have the possibility to escalate your complaint to the authorised management of FML ManCo’s attention using the following contacts:

#### **State Street Global Advisors Funds Management Limited**

78 Sir John Rogerson’s Quay  
Dublin 2  
Ireland  
Tel: +44 20 395 6343

You can also contact directly either your dedicated Account Executive (“AE”) or Client Relationship Manager (“CRM”). Once either the AE or CRM receives such a complaint it is elevated to the authorised management of FML ManCo.

**Or**

#### **Contact Compliance Group**

As a second option you can contact FML ManCo’s Compliance/Complaints Officer who will handle your complaint in accordance with internal procedures and escalate to the authorised management of FML ManCo, as required.

Compliance/Complaints Officer

Tel: +353 1 7763377

Email: GADublinCompliance@ssga.com

**Step 2: Contact the Financial Services and Pensions Ombudsman (“FSPO”)**

If within **5 business days** after the submission of the complaint you have not received at least an acknowledgment of receipt or if within **40 business days** after having sent your complaint to FML ManCo’s attention you are not satisfied with the answer from the authorised management you can refer the complaint to the FSPO, which is a statutory independent body that deals with complaints against financial services firms.

<https://www.fspo.ie/make-a-complaint/>