



MAPLES
GROUP

Maples Fund Management Ireland Limited

Complaints Process

September 2024



Complaints Process

The board of directors (the “Board”) of Maples Fund Management Ireland Limited (the “Company” or “MFM”) ensures that it maintains an effective and transparent process for the reasonable and prompt handling of all complaints received from shareholders of the funds under management.

Shareholders of the relevant fund may file their complaint(s) and obtain information in relation to the complaint handling process free of charge and on request.

What is a complaint?

Any oral or written expression of dissatisfaction or grievance communicated by, or on behalf of, a client or potential client, about the provision of, or failure to provide, a financial service, which alleges that the complainant has suffered financial loss, material distress or inconvenience.

Who can make a complaint?

1. If you are a client of MFM
2. If you are an Eligible Investor in an Investment Fund, for which MFM is the appointed Investment Manager or Fund Management Company for the Investment Fund.

How to Make a Complaint

Follow the relevant steps below to register your complaint.

MFML Client & Investors in Investment Funds
<p>1. Register your complaint through the following email address #MFM-Distribution@maples.com or by letter to the following address:</p> <p>Maples Fund Management Ireland Limited, 32 Molesworth Street, Dublin 2, D02 Y512 Ireland</p>
<p>2. Oral complaints may be made via telephone to the following number: + 353 (1) 697 3200. The complainant will be offered the opportunity to have the complaint treated as a written complaint</p>
<p>3. Receipt of the complaint will in normal circumstances be acknowledged within 5 business days</p>
<p>4. On receipt of the complaint, MFM will endeavour to investigate and resolve the complaint within 40 business days of receipt.</p>
<p>5. Within 40 Business days of receipt, a final written response will be provided to the complainant.</p>
<p>6. If the complainant is not satisfied with the response, the complainant will be notified of their right to refer the matter to the Central Bank of Ireland.</p>
Investors in Investment Funds
<p><i>Eligible Investors in Investment Funds may also make a complaint to the Irish Financial Services and Pensions Ombudsman if they are not satisfied with the response received from MFM</i></p>
<p>An Eligible Investors in Investment funds includes:</p> <ul style="list-style-type: none">• private individual account owner or• A limited company, a sole trader, a trust, a club, a charity (not being a body corporate) or a partnership with an annual turnover of less than €3,000,000.
<p>Complaints may only be submitted no later than 6 years after the event giving rise to the complaint.</p> <ul style="list-style-type: none">• For long-term products a complaint can be made to the Ombudsman up to 3 years after the complainant knew, or ought reasonably to have become aware,• that he/she had cause to complain,• or for a longer period where it appears to the Ombudsman that there are reasonable grounds for a longer period and that it would be just and equitable in the circumstances to extend the time limit,• A long-term product is a financial product with a minimum term of 5 years and 1 month.
<p>Contact details for the Irish Financial Services and Pensions Ombudsman:</p> <ul style="list-style-type: none">• Leaflet - https://www.fspo.ie/make-a-complaint/• Website - https://www.fspo.ie/• Online Complaint Form - https://www.fspo.ie/complaint-form.aspx• Phone - +353 1 567 7000