

## 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 the Investment Manager at [DL-CAMIL-Compliance@comgest.com](mailto:DL-CAMIL-Compliance@comgest.com)
- By letter to the Investment Manager at the following address:

Compliance department  
Comgest Asset Management International Limited  
46 St. Stephen's Green  
Dublin 2, D02 WK60

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.

If your complaint relates specifically to our services or products and not the intermediary's conduct or recommendation, you may contact us directly using the details provided above.

#### 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](mailto:info@fspo.ie)

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