

# Manulife Investment Management (Ireland) Limited

Complaints Management

Summary

December 2019



## INTRODUCTION

These guidelines have been produced as a guide to our internal processes for dealing with client complaints received in relation to services provided by Manulife Investment Management (Ireland) Limited (“Manulife IM Ireland”). Complaints received will be managed by the Management Company.

## COMPLAINT CONTACTS

If a client or potential client (“Client”) wishes to register their dissatisfaction regarding our provision of, or failure to provide a financial service which they consider to have caused them financial loss, material distress or material inconvenience they may do so through the Management Company who will give the complainant a contact name (either the Compliance Officer or the Head of Distribution) and will ensure that the complainant is kept informed of the progress being made in the assessment of the complaint.

If it is unclear whether the Client intends a communication to be treated as a complaint, Manulife IM Ireland may ask the Client to confirm whether the communication received is a formal complaint. If the Client states that they do not wish to have the communication treated as a complaint, no further action will be taken and the matter will be considered closed.

## NOTIFICATION OF OUTCOME AND RECOURSE

Following completion of the investigation, the Management Company will notify the Client in writing of the decision as to whether or not to uphold the complaint. If the complaint is upheld, this communication will also include details of the proposed action to be taken including any redress to be made.

Manulife IM Ireland will make every effort to resolve any issues without reference to a third party. However, if the Client remains dissatisfied with our final response, they may have recourse to refer the complaint to the Financial services and Pensions Ombudsman Service.

## IMPORTANT INFORMATION

Issued and Approved by Manulife Investment Management (Ireland) Limited. Authorised and Regulated by the Central Bank of Ireland.

Registered address: Second Floor, 5 Earlsfort Terrace, Dublin 2, Ireland  
Registered No. 635225