

Manulife Investment Management (Europe) Limited

Complaints Management

Summary

February 2025



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 (Europe) Limited (“Manulife IM Europe”). Complaints received will be managed by the complaints handling team within our Compliance Department.

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 either through their existing contacts at Manulife IM Europe or contact our Compliance Department on compliance_europe@manulifeam.com. The Compliance Department at Manulife IM Europe is responsible for the management of complaints and the primary contact for dealing with complaints is our Head of Compliance, Daniel Sharpe (daniel_sharpe@manulifeam.com). In order to deal with the complaint, we will need contact details for the Client, as well as an outline of the nature of the complaint and the loss, material distress or material inconvenience which has been suffered.

If it is unclear whether the Client intends a communication to be treated as a complaint, Manulife IM Europe 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 Head of Compliance 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 Europe 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 Ombudsman Service (further information is available at www.financial-ombudsman.org.uk), or to consider pursuing civil action.

IMPORTANT INFORMATION

Issued and approved by Manulife Investment Management (Europe) Limited. Authorised and Regulated by the Financial Conduct Authority. FRN: 165328.

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