

Complaint Process

At Allianz Global Investors (AllianzGI), we aim to provide our investors with a high standard of service. Unfortunately, however, from time to time we make mistakes which may give rise to a complaint. When this happens we want to know as soon as possible so we can quickly put things right.

For information on where to file a complaint regarding the conduct of any firm advising on, or selling the funds of this Site in its role of Distributor, please refer to the Prospectus *list of Paying Agents and Distributors in your Country (if any)* or to the *Application form for funds* or visit the complaints-information page in the relevant Distributor's website.

This page explains what you can expect to happen, once we have received your complaint.

AllianzGI will handle all complaints received from an investor (or any person appointed by investor) in the fund(s) of this Site and for which Allianz Global Investors GmbH acts as a management company.

We will consider as a complaint any expression of dissatisfaction made by an investor in relation to the performance of services provided by AllianzGI in Europe in her quality of Investment Management Company.

AllianzGI will ensure that your complaint is dealt with fairly, consistently and promptly, aiming to resolve your grievance as quickly as possible. To this purpose, please provide us with the following information when lodging a complaint:

Investor (full name / business name):
Contact person appointed by Investor (if any):
<input type="checkbox"/> Mail Address:
<input type="checkbox"/> e-Mail Address:
Fund(s) account number:
Fund(s) concerned:
Service concerned (Collective portfolio management / Portfolio management):
Date of the complaint:
Short description of the alleged grievance:

Where to file your complaint

Allianz Global Investors – Nordic Representative Office

Regeringsgatan 52 – 54

SE 111 56 Stockholm (Sweden)

Email address: info@allianzgi.com

Or any relevant email address available in the section of this website "Your contacts"

What happens next?

Within five working days of receiving your complaint, Allianz Global Investors will acknowledge its receipt and the person responsible for handling your complaint will be identified as your contact.

If we have been unable to resolve your complaint within five working days, we will write to you again within 4 weeks of receiving your complaint with a substantive response, or explaining why we have not been able to resolve the complaint and let you know when we expect to contact you again.

At the end of eight weeks, after the original complaint has been received by AllianzGI, you should have received a final response. If we are still not in a position to supply this, reasons for the delay and an indication of when we expect to be able to provide a final response will be sent to you.

30.12.2017