

Complaints Handling Policy

Do you have a complaint?

Triodos Investment Management values a good and transparent relationship with all its stakeholders. As such, it aims to service all its stakeholders in the best possible way. Nonetheless, it is possible that you are not pleased with the service provided. Should you have any complaints, please let us know so we can try to find a fitting solution and improve the services we provide. This document describes how you can file a complaint with Triodos Investment Management.

1. Filing your complaint

You can file your complaint with Triodos Investment Management using one of the following options:

- › **In writing:** please send your letter explaining your complaint, together with any additional relevant copies or information to:

Triodos Investment Management
F.a.o. Client Services
Postbus 55
3700 AB Zeist
The Netherlands

- › **E-mail:** send an e-mail with your complaint to: triodosIM@triodos.com

What happens after we have received your complaint?

Triodos Investment Management will send you an acknowledgement of the receipt of your complaint within two weeks. In this acknowledgement we will inform you when we expect to be able to respond to your complaint. We will send you a formal response to your complaint within a maximum time frame of six weeks, although we aim to handle your complaint as quickly as possible. In case the formal response cannot be provided within the time limit of six weeks, you will be informed about the causes of the delay and provided with an indication of when the investigation is likely to be completed and a formal response can be expected.

2. Appeal

In case you are not satisfied with how your complaint has been handled, you have the option to file an appeal. This means that you inform the management of Triodos Investment Management that you are not satisfied with the answer you received and that you would like an alternative solution.

You can file an appeal within a time frame of six weeks after you have received the answer to your complaint. Please include in your appeal the reason why you are not yet satisfied with how your complaint has been handled and which solution you suggest. Please send your appeal, together with any additional relevant copies or information to:

- › **In writing:**
Triodos Investment Management
F.a.o. Management Board
Postbus 55
3700 AB Zeist
The Netherlands
- › **E-mail:** send an e-mail with your complaint to: triodosIM@triodos.com

What happens next?

You will receive an acknowledgement of the receipt of your complaint within two weeks. In this acknowledgement an expectation is provided as to when a formal response to your appeal will be sent. Generally, this is within a timeframe of six weeks. Your complaint and the initial response will be reassessed.

3. Dispute Settlement Procedure

In case you are not satisfied with the outcome of your appeal, you have the opportunity to start a dispute settlement procedure with the Dutch Financial Services Complaints Authority (KiFiD). Since Triodos Investment Management is a Dutch based financial organisation, operating under the authority of the Dutch AFM,

all complainants can bring their complaints to the attention of KiFiD. This also applies to the SICAV funds that are domiciled in Luxembourg.

If you would like to start a dispute settlement procedure with KiFiD, you need to do so within three months after receiving a reply to your appeal by the management of Triodos Investment Management. More information about this procedure can be found on www.kifid.nl. Or alternatively, you can contact KiFiD via:

Klachteninstituut Financiële Dienstverlening
Postbus 93257
2509 AG Den Haag
Telefoon: 070-333 8 999

Please note that KifID is only able to handle your complaint when you have followed the internal complaints handling procedure of Triodos Investment Management as described above first.

Questions

Should you have any questions about this Complaints Handling Policy, please contact Triodos Investment Management via triodosIM@triodos.com.

Triodos Investment Management

Triodos Investment Management BV
P.O. Box 55
3700 AB Zeist
Telephone 00 31 (0)30 693 6500
www.triodos-im.com