Ninety One

Investing for a world of change

Complaint handling procedure

Our commitment to our clients

At Ninety One we aim to provide our clients with the highest levels of care and customer service. We value client relationships and whilst we try our very best to satisfy clients' requirements, inevitably some may have a complaint. In such circumstances, we encourage clients to address their complaints, queries or concerns to us. We prefer to receive complaints in writing, by email or by post, to ensure we receive correct details and our response is correctly directed.

Who should you contact if you want to make a complaint?

Complaints can be addressed to any of the offices listed in the 'Contact Us' section of our website, marked for the attention of the Compliance Officer. Alternatively, the addresses for each of our fund ranges are shown in the table overleaf. We encourage you to send any complaints to the relevant address for your particular fund holding. We have detailed the time-frames within which we will acknowledge your complaint and also the time-frames in which we will send our written response.

What if you are not satisfied with our response?

We will strive to resolve your complaint as quickly and amicably as possible. If however you are not satisfied with our response, then you may choose to escalate your complaint to the relevant third-party authority or ombudsman. Their details are provided in the final column in the tables on the following pages.

Complaint handling procedure

Fund range (and domicile)	Address for complaints	Initial acknowledgment provided by us	Written response provided by us*	Contact details for ombudsman or relevant authority
Ninety One Funds Series i-iv (United Kingdom)	Ninety One Fund Managers UK Limited PO Box 9042 Chelmsford, CM99 2XL ninetyoneenquiries@uk.sscinc.com Tel. +44 (0)20 3938 1900	Within 5 business days of receiving a complaint.	Within 8 weeks of receiving a complaint.	The Financial Ombudsman Service Exchange Tower London, E14 9SR complaint.info@financial-ombudsman.org.uk
Ninety One Global Strategy Fund (Luxembourg)	Ninety One Guernsey Limited c/o CACEIS Bank, Luxembourg Branch 14, Porte de France L-4360 Esch-sur-Alzette Luxembourg enquiries@ninetyone.com Tel. +44 (0)20 3938 1800	Within 10 business days of receiving a complaint.	Within one month of receiving a complaint.	Commission de Surveillance du Secteur Financier (CSSF)** L-2991, Luxembourg direction@cssf.lu reclamation@cssf.lu
Ninety One Global Alternative Fund 1 (Luxembourg)	Ninety One Luxembourg S.A. 2-4, Avenue Marie-Thérèse L-2132 Luxembourg enquiries@ninetyone.com Tel. +44 (0)20 3938 1800	Within 10 business days of receiving a complaint.	Within one month of receiving a complaint.	Commission de Surveillance du Secteur Financier (CSSF)** L-2991 Luxembourg direction@cssf.lu reclamation@cssf.lu
Ninety One B-Schemes (Guernsey)	Ninety One Guernsey Limited PO Box 250 St Peter Port Guernsey, GY1 3QH enquiries@ninetyone.com Tel. +44 (0)20 3938 1800	Within 5 business days of receiving a complaint.	Within one month of receiving a complaint.	Channel Islands Financial Ombudsman (CIFO) P O Box 114, Jersey Channel Islands, JE4 9QG Email: enquiries@ci-fo.org Website: www.ci-fo.org Jersey local phone: 01534 748 610 Guernsey local phone: 01481 722 218 International phone: +44 1534 748 610
Ninety One International Investment Portfolio (Guernsey)	Ninety One Guernsey Limited PO Box 250 St Peter Port Guernsey, GY1 3QH enquiries@ninetyone.com Tel. +44 (0)20 3938 1800	Within 5 business days of receiving a complaint.	Within one month of receiving a complaint.	Channel Islands Financial Ombudsman (CIFO) P O Box 114, Jersey Channel Islands, JE4 9QG Email: enquiries@ci-fo.org Website: www.ci-fo.org Jersey local phone: 01534 748 610 Guernsey local phone: 01481 722 218 International phone: +44 1534 748 610
Ninety One Global Life Portfolio – GAPU (Guernsey)	Ninety One Assurance Ltd, Guernsey Branch, c/o PO Box 651920 Benmore, South Africa, 2010 ipcomplaints@ninetyone.com Tel. +44 (0)20 3938 1800	Within 5 business days of receiving a complaint.	Within one month of receiving a complaint.	Channel Islands Financial Ombudsman (CIFO) P O Box 114, Jersey Channel Islands, JE4 9QG Email: enquiries@ci-fo.org Website: www.ci-fo.org Jersey local phone: 01534 748 610 Guernsey local phone: 01481 722 218 International phone: +44 1534 748 610

www.ninetyone.com/contact-us

*Every effort will be made to provide a written response within the time-frames shown. If this is not possible, we will provide an indication of when a written response can be expected.

**Any escalation to the CSSF has to be made within one year of the date of your initial complaint, and in accordance with the conditions set out in the CSSF Regulation N°16-07 relating to out-of-court complaint resolution. Similar rules may apply in the case of the other authorities listed.

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Fund range (and domicile)	Address for complaints	Initial acknowledgment provided by us	Written response provided by us*	Contact details for ombudsman or relevant authority
Ninety One Unit Trust Scheme (South Africa)	Ninety One Fund Managers SA (RF) Proprietary Limited PO Box 1655 Cape Town, 8001 utcomplaints@ninetyone.com Tel. +27 (0)86 050 0900	Within 3 business days of receiving a complaint.	Within 20 business days of receiving a complaint.	FSCA PO Box 35655 Menlo Park, 0102 CIS.complaints@fsca.co.za The Ombudsman for FSPs PO Box 41, Menlyn Park, 0063 012 762 5000 info@faisombud.co.za www.faisombud.co.za
Ninety One Alternative Investment GP Proprietary Limited (South Africa)	Ninety One Alternative Investments GP Proprietary Limited PO Box 1655 Cape Town, 8001 aigpcomplaints@ninetyone.com Tel. +27 (0) 21 901 1000	Within 3 business days of receiving a complaint.	Within 20 business days of receiving a complaint.	FSCA PO Box 35655 Menlo Park, 0102 CIS.complaints@fsca.co.za The Ombudsman for FSPs PO Box 41, Menlyn Park, 0063 012 762 5000 info@faisombud.co.za www.faisombud.co.za
Ninety One Investment Platform Proprietary Limited (South Africa)	Ninety One Investment Platform Proprietary Limited PO Box 651920 Benmore, 2010 ipcomplaints@ninetyone.com Tel. +27 (0)86 050 0100	Within 3 business days of receiving a complaint.	Within 20 business days of receiving a complaint.	The Ombudsman for FSPs PO Box 41, Menlyn Park, 0063 012 762 5000 info@faisombud.co.za www.faisombud.co.za The National Financial Ombud Scheme SA NPC (the NFO) NFO Johannesburg 110 Oxford Road, Houghton Estate Johannesburg, 2198 NFO Cape Town 6th Floor, Claremont Central Building 6 Vineyard Road, Claremont Cape Town, 7708 0860 800 900 info@nfosa.co.za www.nfosa.co.za The Pension Funds Adjudicator PO Box 580, Menlyn, 0063 012 748 4000 enquiries@pfa.org.za www.pfa.org.za
Ninety One Namibia Unit Trust Scheme (Namibia) **Ninety One Asset Management Namibia Proprietary Limited**	utcomplaints@ninetyone.com namcomplaints@ninetyone.com	Within 3 business days of receiving a complaint.	Within 20 business days of receiving a complaint.	Namibia Financial Institutions Supervisory Authority PO Box 21250 Windhoek, Namibia +264 61 290 5134 info@namfisa.com.na or visit www.namfisa.com.na

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Fund range (and domicile)	Address for complaints	Initial acknowledgment provided by us	Written response provided by us*	Contact details for ombudsman or relevant authority
Ninety One Botswana Managed Fund **Ninety One Botswana Proprietary Limited**	utcomplaints@ninetyone.com botcomplaints@ninetyone.com	Within 3 business days of receiving a complaint.	Within 20 business days of receiving a complaint.	Non-Bank Financial Institutions Regulatory Authority Private Bag, 00314 Gaborone, Botswana +267 310 2595 info@nbfira.org.bw www.nbfira.org.bw
Ninety One SA Proprietary Limited and Sanlam Investment Management Proprietary Limited (South Africa)	Ninety One SA Proprietary Limited and Sanlam Investment Management Proprietary Limited PO Box 1655 Cape Town, 8000 institutionalcomplaints@ninetyone.com Tel. +27 (0) 21 901 1000	Within 3 business days of receiving a complaint.	Within 20 business days of receiving a complaint.	The Ombudsman for FSPs PO Box 41, Menlyn Park, 0063 012 762 5000 info@faisombud.co.za www.faisombud.co.za The National Financial Ombud Scheme SA NPC (the NFO) NFO Johannesburg 110 Oxford Road, Houghton Estate Johannesburg, 2198 NFO Cape Town 6th Floor, Claremont Central Building 6 Vineyard Road, Claremont Cape Town, 7708 0860 800 900 info@nfosa.co.za

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