



Complaint Handling at Goldman Sachs Asset Management B.V., Czech Branch

Introductory provisions

Goldman Sachs Asset Management B.V., Czech Branch hereby determines the policy for handling complaints and claims including the registration of the complaint and the involvement of the appropriate parties.

Goldman Sachs Asset Management B.V., Czech Branch strives to act in the best interest of its clients by aiming to meet the highest standards when conducting business. These standards are defined in law and regulations, the Code of Conduct and various GS policies and procedures.

Every client is entitled to submit a complaint concerning the activities of the Company in relation to provision of investment services.

For purposes of this policy and consistent with regulatory standards, a client complaint is defined as:

- Communications (e.g., oral, e-mail, fax, letter) from or on behalf of a client expressing dissatisfaction or a grievance in connection with any financial transaction, service, or product involving the firm and relating to the conduct of the firm, an affiliate, or an associated person of the firm.

Complaint Handling procedure

Method of submitting a Complaint

- The client's relationship manager or portfolio manager
- Email: gsfondy@gs.com
- Written at the company's registered address - Goldman Sachs Asset Management B.V., Czech Branch, Pod Dráhou 1637/2, 170 00 Praha 7
- Company's data box – 8dd2go

Complaint Acknowledgement

Goldman Sachs Asset Management B.V., Czech Branch will seek to acknowledge receipt within 24 hours of receipt.

Goldman Sachs Asset Management B.V., Czech Branch is entitled to ask the Client to provide additional information, if it finds the Complaint incomplete. The Client is required to provide the appropriate cooperation.

Internal Complaint process

Goldman Sachs Asset Management B.V., Czech Branch will log complaints into the relevant complaint system in a timely manner.

Goldman Sachs Asset Management B.V., Czech Branch will investigate the complaint competently, diligently and impartially and assess the subject matter of the complaint fairly, consistently and promptly, as well as what remedial action may be appropriate.



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Time limits for resolving the Complaint

Complaints are resolved in a timely manner. The maximum time limit for resolving the Complaint is 30 calendar days from acknowledgement of the Complaint. If the Complaint cannot be resolved within this time limit, the Customer is informed before the expiration of this period about the reasons for the extension and the estimated time limit within which the Complaint will be handled.

The final response offers remedial action or rejects the complaint and provides the reasons for doing so.

Possibility of appeal

If the Client is not satisfied with the resolution of the Complaint, the client can submit a repeated complaint and state the reasons for disagreement with the handling of the original complaint.

In the event of a repeated complaint, the matter must be re-investigated, and the company is also bound by the above-mentioned deadline of 30 calendar days.

If the Customer still does not agree with the result of the complaint handling, Customer can contact following independent institutions:

- Office of the Financial Arbitrator of the Czech Republic, as a body for dispute resolution based on Act No. 229/2002 Coll. about the financial arbitrator, Legerova 1581/69, 110 00 Prague 1. More information can be found at www.finarbitr.cz.
- The Czech National Bank, as the body supervising the financial market in the Czech Republic, with headquarters at Na Příkopě 28, 115 03 Prague 1. More information can be found at www.cnb.cz.

Final provisions

This document was last updated 28.2.2024.

The Complaint Handling is a publicly available document and is also available at the Company's registered office on request. Goldman Sachs Asset Management B.V., Czech Branch publishes the Complaint Handling on the Company's website.