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## A notification for investors in AllianceBernstein Luxembourg domiciled Funds: Handling of Investor Complaints

AllianceBernstein (Luxembourg) S.à r.l. (“AB Lux” or “the Company”) is committed to providing a high-quality service to its investors. Investors can file complaints free of charge with the Company or with any distributor authorized by the Company to accept applications for the subscription of shares/units of funds managed by the Company.

### **A. Regulatory Background:**

According to applicable rules<sup>1</sup>, AB Lux has established, implemented and maintains effective and transparent procedures for the reasonable and prompt handling of complaints received from investors. Further to such requirements, Ms. Simone Thelen, Managing Director of AB Lux, has been designated as responsible Complaint Officer for the Company. In connection to services provided by AllianceBernstein Investor Services (“ABIS”), a unit of AB Lux, Ms. Simone Thelen has delegated Mr. Thomas Becker as responsible Complaint Officer to whom complaints will be escalated if necessary.

### **B. Definition of a Complaint:**

Generally, the term complaint refers to an investor expressing dissatisfaction with the Company or its services to recognize a right or to redress harm.

In particular, a complaint may include, but is not limited to, any submission by an investor of:

1. Improper operational conduct by the Company in relation to the management of a fund where the investor holds shares or units; and/or
2. Breach of regulations by the Company, including those of the managed investment funds, in relation to the management of a fund where the investor holds shares or units.

### **C. Objectives of the AB Lux Complaint Management:**

1. Rehabilitation of investor satisfaction;
2. Mitigation of negative impact on investors and the Company;
3. Continuous improvement by re-building processes on basis of criticized operational weaknesses; and
4. Identification and mitigation of potential conflicts of interest.

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<sup>1</sup> Namely, article 112 of the amended law of 17 December 2010 on undertaking for collective investment, article 7 of CSSF Regulation N° 10-4 transposing Commission Directive 2010/43/EU of 1 July 2010 implementing Directive 2009/65/EC of the European Parliament and of the Council as regards organizational requirements, conflicts of interest, conduct of business, risk management and content of the agreement between a depositary and a management company, section 5.2.2. of CSSF Circular 12/546, CSSF Regulation N° 13-02 relating to the out-of-court resolution of complaints and CSSF Circular 14/589.

#### **D. Complaint Management Process:**

The Complaint Management Process scopes on identifying, reviewing and resolving the investor's concern. Investor complaints are treated with the necessary care, objectivity, transparency, and promptness.

1. In case investors wish to address any complaint directly to the Company, they can send their query to the contact address mentioned at the end of this document, in English or in one of the official languages of their home country EU Member State. Any other language will be supported on a best effort basis.

Provided the complaint entails full contact details of the investors, including a daytime telephone number, the Company will confirm receipt of the complaint and organize the answer to the concerns in the shortest possible timeframe (usually within one month).

In any case, a written acknowledgement will be sent to the claimant within 10 business days after the receipt of the complaint.

2. If investors hold their units/shares in funds managed by AB Lux indirectly, i.e. through an Authorized Financial Intermediary ("FI"), it is recommended that the FI undertakes to seek to coordinate the response in relation to such complaints with the Company.
3. The Company will ensure that each complaint is recorded, together with documentation describing the initiative for resolution, as well as the communication exchanged with the investors.

#### **For investors residing in Europe and the Middle East region:**

AllianceBernstein Investor Services, a unit of AllianceBernstein (Luxembourg) S.à r.l.  
"Complaint"  
2-4, rue Eugène Ruppert  
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Phone: International Access Code + 800.22.63.8637 or +352.46.39.36.151

#### **For investors residing in Asia and the Pacific region:**

AllianceBernstein (Singapore) Ltd Company  
"Complaint"  
1 Raffles Quay  
27-11 South Tower  
Singapore 048583  
Phone: +65.6230.2600 or Phone Taiwan: +886.2.8758.3999

#### **For investors residing in North-/ South-/ Central America & the Caribbean region:**

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