**How to file a complaint**

If you have cause to complain to TMF Fund Management (Ireland) Limited (“TMF FM”), we will endeavour to resolve any concerns fairly, effectively and promptly.

Any complaint must be addressed in writing and shall include a detailed description of events and as well your contact details. Please address the TMF FM, the company by:

1. TMF FM: Registered Office Address: *Ground Floor, Two Dockland Central, Guild St, North Dock, Dublin, D01 K2C5.*

Within 5 business days from receipt of the complaint, TMF FM will notify the complainant to have received the complaint and will confirm that TMF FM is dealing with it unless the answer itself is provided to the complainant within this period. TMF FM will communicate to the complainant also the name, the function and contact details of the person in charge of his complaint. TMF FM shall inform the complainant of the follow-up of their complaint and communicate in a plain and easily comprehensible language. TM FM has 40 days after the date of receipt of the complaint to give a complete written answer to the complainant concerning the complaint. In case this is not possible, TMF FM will send a communication to the same complainant explaining the reasons of the delay and providing him/her a date on when the answer will be available.

**TMF Fund Management (Ireland) Limited**