

Complaints Handling Information

If you are dissatisfied with an investment service provided by ABG Sundal Collier, you may submit a complaint.

How to make a complaint

You may submit a complaint to your usual contact at ABG Sundal Collier or directly to our complaints handling function:

Email: clientcomplaints@abgsc.com

A complaint may also be submitted by post to the ABG Sundal Collier entity providing the relevant service.

Complaints may be made in writing or verbally. If a complaint is made verbally, we may ask you to confirm or provide further details of your complaint in writing to enable us to assess the matter. To help us assess your complaint, please provide a description of the matter and any relevant information or documentation.

How we handle your complaint

We will acknowledge receipt of your complaint and let you know when you can expect a response. We will review the circumstances of your complaint and may contact you if we need additional information. If we are unable to respond within the expected timeframe, we will inform you of the reason for the delay and when you can expect our response.

Once our assessment is complete, we will inform you of our position. Where applicable, we will also provide information about your options for referring the matter to an external complaints body.

Norway

Clients of ABG Sundal Collier ASA may refer a complaint to **Verdipapirforetakenes Forbund (VPFF) – Etisk Råd**, subject to the applicable rules for the complaints procedure.

Before a complaint can be considered by Etisk Råd, the complaint must first have been submitted to ABG Sundal Collier ASA.

Further information about the complaints procedure, including applicable conditions and time limits, is available on VPFF's website.

Sweden

Clients who are consumers under Swedish law may obtain free guidance from the Swedish Consumers' Banking and Finance Bureau (Sw. **Konsumenternas**) and from municipal consumer advisory services. Clients who are consumers may also be entitled to refer a dispute to the Swedish National Board for Consumer Disputes (Sw. **Allmänna reklamationsnämnden (ARN)**), subject to ARN's applicable requirements. [*Finally, a matter may always be referred to a court of general jurisdiction.*]

Further information, including applicable conditions and time limits, is available on ARN's website.

United Kingdom

Where applicable, an eligible complainant who is not satisfied with our response may be entitled to refer the complaint to the **Financial Ombudsman Service (FOS)**.

Further information, including applicable eligibility requirements and time limits, is available on the Financial Ombudsman Service's website.

Further information

If you have any questions about how to make a complaint or about our complaints handling process, please contact us at clientcomplaints@abgsc.com.

The applicable complaints procedure and external complaints arrangements may vary depending on the ABG Sundal Collier entity providing the relevant service and the jurisdiction concerned.