BNY | INVESTMENTS

Insight Investment Management (Europe) Limited

COMPLAINTS HANDLING STATEMENT

November 2026

Purpose

The purpose of this document is to outline the complaint handling policy of Insight Investment Management (Europe) Limited ("IIMEL") for clients and investors.

What is a complaint?

A complaint is an expression of dissatisfaction made to IIMEL in connection with the provision of financial services or products by IIMEL.

Complaints may be made verbally or in writing. IIMEL will seek to ensure that complaints are handled fairly, consistently and promptly.

How to complain

Complaints can be addressed to:

Head of Compliance

Insight Investment Management (Europe) Limited

The Shipping Office

20-26 Sir John Rogerson's Quay

Dublin D02 Y049

Investigation of complaints

Our commitment to you:

- We aim to respond to all complaints in a prompt, consistent and fair manner.
- Your complaint will be recorded and appropriately investigated.
- Where appropriate, your complaint will be investigated by an individual who was not directly involved in the matter giving rise to the complaint.
- We will keep you informed of the progress of our investigation where the complaint cannot be resolved promptly.
- On conclusion of our investigation, we will provide you with our response, setting out our findings and, where appropriate, any action being taken to resolve the matter.
- Where applicable, we will provide information about your right to refer your complaint to the Financial Services and Pensions Ombudsman (FSPO).

Further course of action – your rights

If you are dissatisfied with our response to your complaint, you may be entitled to refer your complaint to the Financial Services and Pensions Ombudsman (FSPO).

The FSPO is an independent body which deals with complaints concerning financial service providers from eligible complainants.

Financial Services and Pensions Ombudsman

Lincoln House

Lincoln Place

Dublin 2

D02 VH29

Ireland

Telephone: +353 1 567 7000

Email: info@fspo.ie

Website: https://www.fspo.ie/

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