

# COMPLAINT HANDLING PROCESS

Eastspring Investments (Singapore) Limited is committed to ensuring that the highest standards of client care is maintained at all times. Once we have received your complaint, we will investigate and endeavour to provide you with a response and/ or proposed resolution within 20 business days.

Rest assured that all complaints will be reviewed and handled by a person independent of the provision of financial advice and the sales process.

For complaints requiring more time to investigate and resolve, we will provide you with a written response within 20 business days, which will explain the reason for the delay, and provide an alternate indicative timeframe within which you may expect to receive a final response to your complaint. In such cases, you will receive regular updates on the handling and resolution of your case at reasonable intervals, at least on a monthly basis.

Where further investigation via interviews are required, for avoidance of doubt and for compliance purposes, please note we will conduct such interviews via recorded-phone lines.

## Complaint resolution

Your complaint will be deemed to be resolved on the date we send our final response to you in respect of the complaint, or the date you accept any explanation provided or resolution-related offer made by the Company.