Nomura Asset Management Europe KVG mbH

Effective: July 2026

Handling client complaints

We have set ourselves ambitious goals when it comes to ensuring client satisfaction. For this reason, we aim to optimise our services for you on an ongoing basis and take your suggestions and criticism very seriously.

If you have any complaints in connection with the investment funds managed by Nomura Asset Management Europe KVG mbH, you can submit these to our Client Service in either German or English. Clients from foreign countries can also submit the complaints in the official language of your respective country to our Client Service:

Nomura Asset Management Europe KVG mbH
Client Service
Große Gallusstr. 14
D-60315 Frankfurt am Main, Germany
Telephone +49 (0) 69. 15 30 93 - 370
Fax +49 (0) 69. 15 30 93 - 9 00
E-mail: info@nomura-asset.eu

Your complaint will be centrally recorded by us upon receipt, so that the current processing status can always be traced. Complaints are responded to promptly - usually within five business days. The notification will be sent in writing or via e-mail. If the processing of your complaint takes longer than expected we shall give you an update on its status. For you as an investor, this service is of course provided free of charge.

Nomura Asset Management Europe KVG mbH has joined the “Ombudsman’s Office for Investment Funds” of the *BVI Bundesverband Investment und Asset Management e.V.*. With this arbitration body, private investors have the opportunity to clarify disputes related to your investment in funds managed or distributed by us through an independent and neutral arbitrator. Further information is available at www.ombudsstelle-investmentfonds.de.

Note: this document is a convenience translation of the German original. In case of discrepancy between the English and German versions, the German version shall prevail.