

Complaints: How do we handle them?

Computershare Investor Services PLC,
Spanish Branch



Although we constantly strive to offer you the highest possible level of service, there may be occasions when you feel you have cause for complaint.

When a complaint arises we will endeavour to resolve it to your satisfaction as quickly as possible.

Computershare's approach to complaints management

Computershare is committed to providing the highest levels of customer service, ensuring customers are treated fairly at all times.

All complaints are logged and tracked from receipt through to resolution. Senior Management regularly review complaints data and root cause analysis to ensure any recurring trends are identified and addressed.

Computershare's complaint handling process

All complaints will be investigated and responded to by an employee of sufficient competence through the procedure set out in the Rules for the Protection of Customers. This employee will not have been involved in the subject matter of the complaint. They will have sufficient authority (or have access to someone who has authority) to investigate the complaint and offer redress where appropriate. Also, they will issue their decisions on the basis of the rules of transparency and protection for the user of financial services.

As a business standard we aim to issue a final response within five business days of receipt of a complaint. Where this is not possible, we will acknowledge the complaint within five business days to confirm the complaint is being investigated.

In the event a final response cannot be issued within four weeks, we will write to you advising on the progress of the investigation. Please be assured that our final response will be sent no later than two months after receipt of the complaint.

If you have not received a final response within two months of our receipt of the complaint or you are not satisfied with the outcome of the investigation, you have the right to refer the complaint to the Complaints Service of the National Securities Market Commission's Department of Investors through its website (<https://www.cnmv.es/portal/inversor/Reclamaciones.aspx>) or through a form or through a letter - details of which are provided within the final response- sent to its postal address (C/Edison, 4 – 28006 Madrid).

Contact us:

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