



# Complaints Handling Procedures

What to do if you have a complaint  
**Luxembourg Domiciled Funds**

February 2022

[abrndn.com](http://abrndn.com)



# Introduction

At abrdn, we want to provide you with the highest level of service possible.

We hope you are pleased with the service we provide. However, if you have cause for a complaint, please let us know. Our Client Service Team is dedicated to dealing with complaints.

You can help us improve our service.

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## How can I make a complaint?

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Complaint relating to: Aberdeen Standard SICAV I, Aberdeen Standard SICAV II, Aberdeen Standard SICAV III, Aberdeen Standard Liquidity Fund (Lux) and Aberdeen Standard SICAV IV

**By Letter** Aberdeen Standard Investments Shareholder Service Centre C/O State Street Bank Lux S.C.A.  
49 Avenue J.F. Kennedy L-1855 Luxembourg  
Luxembourg

Alternatively, you can also make a complaint by:

**Telephone:** 00 352 464 010 820 or 01224 425255 (from the UK)

**Fax:** 00 352 245 29056; or by

**Email:** [asi\\_luxembourgcs@statestreet.com](mailto:asi_luxembourgcs@statestreet.com)

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### What will happen when you receive my complaint?

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The Client Service Team will attempt to fully resolve your complaint within five business days after receipt. If your complaint cannot be resolved within this time, we will send you an acknowledgement letter or email if you contacted us via that method.

In some cases, we may require more information from you to enable us to fully investigate your complaint. In this instance, we may contact you for further information.

In all cases, you will be given the relevant contact details to follow up with your case.

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### Investigating your complaint

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We will fully investigate all aspects of your complaint. Your complaint will receive the full attention of our Client Service Team.

Our Client Service Team considers each complaint individually, co-ordinates all aspects of the information gathering process about your complaint and will endeavour to resolve the matter promptly and fairly.

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### Responding to your complaint

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You will receive a full written response to your complaint.

In our response, we will provide you with the name of the Client Service representative who investigated your complaint.

As above, we aim to send this response letter to you within 5 business days, however:

**If after 4 weeks** we are still investigating your complaint, we shall advise you in writing of:

- the reasons why the matter is still unresolved; and
- when you may next expect to hear from us.

**If after 8 weeks** we are still not in a position to resolve your complaint, we shall advise you in writing of:

- the reason why the matter is still unresolved;
  - when you may expect to receive a final response;
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## **Complaint resolution**

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During our investigation, we will have determined whether an error has occurred.

If we have made a mistake, we will correct it and take steps to ensure that you have not been financially disadvantaged as a consequence of our error.

Whilst we will do our utmost to ensure that your complaint is resolved to your satisfaction, if you are not happy with our response, please contact us again.

If we have not heard from you 8 weeks after we have written to you, we will consider the complaint resolved.

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## **What if I am unhappy with your response?**

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We analyse each complaint received to record any errors that have occurred. Our senior management team reviews this analysis on a monthly basis to improve the level of service that we provide.

In case you do not receive a satisfactory answer, you can apply for an out-of-court resolution of your complaint with the Commission de Surveillance du Secteur Financier ("CSSF").

Please find details on the CSSF website (<https://www.cssf.lu/en/customer-complaints/>).

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## **Professional Clients**

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Complaints received from professional clients and eligible counterparties will be handled in the same way as complaints received from retail clients.

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For more information visit [abrdn.com](https://abrdn.com)

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