

Complaints Handling Policy Statement - Luxembourg

LFE European Asset Management S.à r.l. (“LFE”) is an affiliate of Brookfield Asset Management and is authorised by the Commission de Surveillance du Secteur Financier as an alternative investment fund manager. The purpose of this Complaints Handling Policy Statement is to provide investors with details regarding LFE’s Complaints Handling Policy, which aims to establish an efficient and transparent framework for the handling of client complaints fairly and promptly. A paper copy of the Complaints Handling Policy is available free of charge upon request.

Definition

The CSSF Circular No. 16-07 defines a “complaint” as “an investor claim filed with a professional to recognize a right or to redress a harm”.

Accordingly, dissatisfaction expressed by another service provider of the financial sector with whom LFE has entered into a business relationship shall not qualify as a complaint for the purpose of this Policy. Requests for information or explanations are not considered as a complaint.

Complaints Notification Procedure

Investors may file complaints with LFE free of charge in the official language or one of the official languages of their Member State. Complaints should be submitted in writing to LFE’s Complaints Handling Officer at the following address:

LFE European Asset Management S.à r.l.
To the attention of the Complaints Handling Officer
31, avenue Monterey L-2163 Luxembourg

Alternatively, Complaints can be submitted by email to the address aimcompliance@lfeam.com

LFE will respond in writing within ten (10) business days after the receipt of the complaint, to either acknowledge the receipt of the complaint or to provide the investor with a response where possible. This letter will include the name of the individual responsible for handling the complaint.

A response to the complaint will be sent no later than one month after the complaint has been received. Where a decision cannot be provided within this period, LFE shall provide the complainant with an explanation as to why a response cannot yet be provided, and an expected date at which its examination is likely to be achieved.

Where the complaints handling process does not result in a satisfactory response, the complaint may be referred to LFE’s management by sending a letter via post to the following address:

LFE European Asset Management S.à r.l.
To the attention of the Board of Managers
31, avenue Monterey L-2163 Luxembourg

Where the response remains unsatisfactory, the complainant may file a request with the CSSF within one year after submitting the complaint to LFE. Additionally, LFE will itself inform the complainant where it decides to use the out-of-court complaint resolution procedure to resolve the dispute. This procedure is free of charge for the applicant.

The CSSF contact details and the CSSF Regulation N° 16-07 relating to the out-of-court resolution of complaints as well as the complaint filing form of the CSSF can be found on the following sites:

- Complaint filing form of the CSSF: <https://www.cssf.lu/en/Document/interactive-form-for-complaints/>
- CSSF Regulation N° 16-07 relating to the out-of-court resolution of complaints: https://www.cssf.lu/wp-content/uploads/RCSSF_No16-07eng.pdf
- CSSF E-Mail address: reclamation@cssf.lu
- CSSF postal address:

Commission de Surveillance du Secteur Financier

Département Juridique CC

283, route d'Arlon

L-2991 Luxembourg

Fax : (+352) 26 25 1 - 2601

CSSF FAQ: <https://www.cssf.lu/fr/reclamations-clientele/>

Complaints Handling Policy Statement – United Kingdom

Brookfield Global Property Advisor Limited, Brookfield Global Renewable Energy Advisor Limited, Brookfield Global Business Advisor Limited, Brookfield Global Infrastructure Advisor Limited and Brookfield Private Capital (UK) Limited (“Brookfield UK”) have adopted a complaints management policy to deal with complaints brought by Clients (the “Policy”).

Brookfield UK has appointed the UK Chief Compliance Officer as the Complaints Officer. Any regulatory client or potential regulatory client of Brookfield UK may submit a complaint in writing to the following address:

Chief Compliance Officer
Brookfield
Level 25, One Canada Square
London
E14 5AA