

Complaints Handling Policy

If a client or potential client (“client”) wishes to register their dissatisfaction regarding our provision of, or failure to provide, a financial service or a redress determination in relation to Merrill Lynch Internationals role as a benchmark administrator of a number of quantitative investment strategy indices , including on whether a specific benchmark determination is representative of market value, on a proposed change to the benchmark determination process, on the application of the methodology in relation to a specific benchmark determination, and on other decisions in relation to the benchmark determination process, which a client considers to have caused them financial loss, material distress or material inconvenience they may do so via their existing contacts at Bank of America Merrill Lynch (“BofAML”), they may also:

- contact our Complaints Handling Function directly at Complaints.Handling@bofa.com; or
- contact the BofAML complaints contact registered with the relevant competent authority.

We will require contact details for the client, as well as an outline of the nature of the complaint and the loss, material distress or material inconvenience which has been suffered.

In the event of uncertainty over whether a client intends a communication to be treated as a complaint, BofAML may ask the client to confirm if the communication is a formal complaint. If the client states that they do not wish to have the communication treated as a complaint, no further action will be taken and the matter will be considered closed.

Please refer to the BofAML EEA Complaints Handling Summary for an explanation of our complaints handling process. You may also request a copy of this from Complaints.Handling@bofa.com.