

# Information on Complaint Handling



November 2023

At **Allianz Global Investors** we aim to provide a high standard of service. However, from time to time we may make mistakes, which could give rise to a complaint. If this happens, we would want to be contacted as soon as possible so that we can quickly put things right.

We have established processes and procedures to oversee the handling of the complaint until its resolution and will ensure that potential conflicts of interest are identified and handled appropriately.

## Complaint resolution principles and handling

In the event that you need to file a complaint with us, please provide us with the following information in order to ensure timely and efficient handling of your complaint: your full name/company name, your contact details (address, phone number, email), service/fund concerned, date and description of alleged grievance.

Within **2 working days** of receiving your complaint, Allianz Global Investors will acknowledge its receipt.

We will contact you no later than **28 working days** after receiving your complaint with a substantive response, or an explanation as to why we have not been able to resolve the complaint to date, and to let you know when you can expect us to contact you again.

Within **28 working days** after receiving your complaint, we will provide you with a final response.

If we are not in a position to provide a final response, reasons for the delay and an indication of when we expect to be able to provide a response will be provided.

## Contact Details of Complaint

Allianz Global Investors Asia Pacific Limited  
32/F, Two Pacific Place,  
88 Queensway, Admiralty,  
Hong Kong  
Attn: Complaint Officer

	Distributors	Institutional
Email	<a href="mailto:hkenquiry@allianzgi.com">hkenquiry@allianzgi.com</a>	<a href="mailto:hkretirement@allianzgi.com">hkretirement@allianzgi.com</a>

Please contact your bank or financial institution should you invest AllianzGI's funds via these institutions.

## **If you remain unsatisfied by the treatment of your complaint, what are your alternatives?**

If you are not satisfied with our final response to your complaint, you may refer your complaint to the Financial Dispute Resolution Centre.

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