

**Ashmore Investment Management Limited
and
Ashmore Investment Advisors Limited
Complaints Handling Procedure**

Making a Complaint

We take all complaints seriously and are committed to resolving complaints fairly and quickly.

If you wish to make a complaint about any aspect of the service that you have received from Ashmore Investment Management Limited or Ashmore Investment Advisors Limited (“Ashmore”) please contact our Compliance function using the contact details below.

We will ensure that an employee of appropriate seniority, typically the Group Head of Compliance commences an investigation as soon as possible.

To assist with a prompt investigation and response to you, please set out the full details of your complaint, any action you believe we should take to resolve your dissatisfaction and useful information such as your account reference number(s), the funds in which you have invested and your contact details.

While complaints in writing are preferred, where a complaint is made verbally to an Ashmore employee, they will make a written record of the details which will be provided to the Compliance function and investigated in the same manner as a written complaint.

To make a complaint please contact the Group Head of Compliance by email or letter.

Email: melanie.blake@ashmoregroup.com

Cc Compliance@ashmoregroup.com

Post: Ashmore Investment Management Limited/ Ashmore Investment Advisors Limited
61 Aldwych
London WC2B 4AE
United Kingdom

Our Investigation and Response

We aim to resolve complaints as soon as possible and when possible, we will send you our final response within five (5) business days of receipt of your complaint.

Where we cannot complete our investigation and issue a final response within that time frame, we will send you an acknowledgement of receipt of your complaint and confirmation of the contact details of the senior employee dealing with it within five (5) business days of receipt. We may also request further information from you in order to assist with the investigation of your complaint.

While investigating your complaint we will keep you informed and will provide you with an update on the progress of our investigation into your complaint or a final response no later than four (4) weeks after receipt of your complaint.

If this is not the final response, we will advise you of the reasons for the delay, and further information we require from you and inform you of when we will contact you again.

If after eight (8) weeks of receiving your complaint, we are still unable to send you a final response, we will advise you of the reasons why we need additional time to investigate and respond and a date by which we expect to be in a position to issue a final response to you.

If you are not happy with our final response to you or delays in our response you may be entitled to refer your complaint to the Financial Ombudsman Service. This must be done within six (6) months from the date of our final response in accordance with the terms of the Financial Ombudsman Service.

Complaints may be sent to the Financial Ombudsman Service by post, email or telephone using the contact details below.

Post: Financial Ombudsman Service
Exchange Tower
London E14 9SR
United Kingdom

Email: complaint.info@financial-ombudsman.org.uk

Telephone: 0800 023 4567 (from the UK) or +44 20 7964 0500 (from outside the UK)

Website: <https://www.financial-ombudsman.org.uk/make-complaint>