

Morgan Stanley Investment Management Limited, Luxembourg Branch (“the branch”) Complaint Resolution Procedure

2017

The purpose of this procedure is to provide clear, precise and up-to-date information on the branch’s complaints resolution procedures in accordance with CSSF Regulation 16-07 relating to the out-of-court resolution of complaints. The procedure is intended to ensure that complaints are dealt with properly and promptly.

For the avoidance of doubt, this procedure is also applicable to the following fund ranges:

- Morgan Stanley Investment Funds
- Morgan Stanley Liquidity Funds (“MSLF”)
- Morgan Stanley Galaxy Fund
- Morgan Stanley Money Market Family

1. HOW TO MAKE A COMPLAINT

A complaint can be made by phone or in writing (post or email). The Complainant shall explain in detail the facts behind the complaint, providing all relevant supporting documentation if applicable.

If sending the complaint by post, it should be sent to the following address:

The Complaints Officer
Morgan Stanley Investment Management Limited,
Luxembourg Branch
European Bank and Business Centre,
6B route de Treves
L-2633 Senningerberg
Luxembourg

For complaints by email (for all funds excluding MSLF), please send to cslux@morganstanley.com

For complaints by email on MSLF, please send to Liquidity.Services@morganstanley.com

For complaints by phone (for all funds excluding MSLF), please call the following telephone numbers:

- UK / Scandinavia/ Rest of the World -
Tel: + 352 3464 61 10
- FR/ CH/ Benelux - Tel: + 352 3464 61 30
- Hispanic/ Portugal/US - Tel: + 352 3464 61 40
- IT/ GR - Tel: + 352 3464 61 50
- DE/ AU - Tel: + 352 3464 61 20

For complaints by phone on MSLF, please call +44 207 425 0440

2. RESPONSIBLE PERSON FOR COMPLAINTS

The individual responsible for Complaints received by the branch is Ruchira Roy.

3. PROCESSING TIME FOR COMPLAINTS

The branch will acknowledge the complaint within 5 business days of receipt and will inform the Complainant of the name and contact details of the person handling the complaint.

A final written response once approved by the Head of Compliance will be sent to the Complainant no later than one month after receipt of the complaint.

Where a response cannot be provided within the prescribed period of one month, the complainant will be informed of the cause for the delay with an indication of the date by which the investigation will be completed and a final response issued.

4. RECOURSE TO CSSF’S OUT-OF-COURT RESOLUTION OF COMPLAINTS

Where a Complainant does not deem the final response received to be satisfactory, he/she may make a request for an out-of-court resolution of complaints to the CSSF. The procedure for such resolution will be made available to the Complainant upon request to the Branch.