

Complaint resolution procedure for MSIM Fund Management (Ireland) Ltd

April 2026

The purpose of this document is to provide clear, precise and up to date information on how complaints can be made in respect of MSIM Fund Management (Ireland) Limited's Irish business. The procedure set out below is intended to ensure that complaints are dealt with properly and promptly keeping you informed of our progress.

The procedure below applies to complaints made in respect of Investment services provided by MSIM Fund Management (Ireland) Limited

1. HOW TO MAKE A COMPLAINT

A complaint can be made by phone or in writing (post or email). To help us deal with your complaint promptly, please provide as much detail as you can about 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
MSIM Fund Management (Ireland)
Limited
24-26 City Quay
Dublin Docklands
Dublin IE-D D02 NY19
Ireland

For complaints by email, please send to im-compliance-fmil@morganstanley.com

For complaints by phone, please call the following telephone number: +353 1 799 8700

2. RESPONSIBLE PERSON FOR COMPLAINTS

The individuals responsible for complaints handling is Ken Sharkey (Head of Compliance).

3. PROCESSING TIME FOR COMPLAINTS

We will acknowledge a 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 will be sent to the complainant no later than one month after receipt of the complaint. Where a final 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. IF YOU ARE UNHAPPY WITH OUR RESPONSE

Should you remain dissatisfied and if you qualify as an eligible complainant, you may have the right to refer the complaint to the Financial Services and Pensions Ombudsman, a free and independent service for resolving disputes between customers and financial services institutions.

Financial Services and Pensions Ombudsman
Address: Lincoln House, Lincoln Place, Dublin 2.
Phone: 353(1) 5677000
Email: info@fspo.ie
Online Compliant form:
<https://www.fspo.ie/complaint-form.asp>