

**PROCEDURE FOR SUBMITTING AND HANDLING COMPLAINTS
by investors and unit holders within the funds,
managed by "KBC Asset Management N.V. - Branch", Bulgaria**

1. Every investor has the right to submit a written complaint without paying a fee and to receive free of charge information on the Procedure for submitting and handling complaints.

2. Complaints may be submit against actions and omissions of "KBC Asset Management N.V. - Branch ", Bulgaria (universal successor of the Management Company "UBB Asset Management" EAD), the distributor "United Bulgarian Bank" AD or their third party service providers, , including with regard to the unit administration activities, investor information requests, net asset valuation and unit price calculation, compliance with legal requirements, keeping a book of unit holders, distribution of payments, subscription and redemption of units, performance of contracts, record keeping, etc.

3. For this purpose, "KBC Asset Management N.V. - Branch ", Bulgaria and the distributor "United Bulgarian Bank" AD maintain a special register of complaints. In order to prepare a response, the complaints may be redirected internally, depending on the subject of the complaint or the obligations to the investors performed by the Branch, respectively delegated to the distributor.

4. Investors may submit written complaints:

- On site: in the office of the Branch with address - Sofia, 1463, 89B Vitosha Blvd., UBB Millennium Center, 6th floor, every working day from 8.30 to 17.00, or in a branch of UBB AD, during its usual working hours with clients;
- Online: on the e-mail of the Branch: ubbam@ubb.bg, or through the web-site of UBB AD at www.ubb.bg (Contacts).

5. Complaints shall be handled only if the investor has provided correct information about his name and unique civil number, respectively similar identification and contact details - postal address, telephone number, e-mail address, etc.

6. Motivated written response shall be sent to the complainant no later than 10 working days from the day on which the complaint is submitted.

7. Notwithstanding the above, any investor may submit a complaint against "KBC Asset Management N.V. - Branch ", Bulgaria or against the distributor "United Bulgarian Bank" AD before the Financial Supervision Commission or another competent body. Every investor has the right to use means for alternative dispute resolution such as mediation, out-of-court settlements and other forms of out-of-court settlement of disputes legally admissible in the Republic of Bulgaria.

8. The Procedure for submitting complaints is also available at the electronic address: www.ubbam.bg (About us, Documents). Investors can find additional information on the Procedure for submitting complaints in the Fund's Prospectus, subsection *Information on the filing of complaints* in the section *Additional Information*.