

# Complaint Handling Procedure

## Ireland

### Entity details:

BlackRock Asset Management Ireland Limited (BAMIL)  
2 Ballsbridge Park,  
Ballsbridge  
Dublin 4.

CEO: Enda McMahon  
Registered Office: Dublin

Client satisfaction is very important to us and to that end, BlackRock has in place a complaint handling process. If you think that we have not met your expectations with any aspect of the service you have received and you wish to complain, please contact our office as shown above or contact us on:

Phone: 353 (1) 246 7000  
Email: [groupirelandcompliance@blackrock.com](mailto:groupirelandcompliance@blackrock.com)

At BlackRock, we take all complaints seriously and will investigate them according to the guidelines below. This process is free of charge. BlackRock is committed to investigating all complaints competently, conscientiously and impartially. If you are contacting us via email, you can support us in this by attaching all information or documents relevant to the matter to your correspondence to ensure that your submission is handled efficiently.

We will endeavour to clarify your request promptly and commit to the following actions upon receipt of a complaint:

- We will ensure that an employee of appropriate seniority, commences an investigation.
- You can expect to receive a written acknowledgement to your initial complaint no later than 5 business days.
- We will keep you informed of the progress of the complaint.

If there are any unplanned delays and we are unable to resolve your concern within 40 business days after receipt, you will be notified. We will send you a reply that explains why we are still not in a position to make a final response, also indicating by when we expect to be able to provide a final response.

If, after receiving a final response, you are not satisfied, you may also be eligible to refer this to the Financial Services and Pensions Ombudsman ('FSPO'). A complaint that does not relate to a long-term financial service shall be made to the Ombudsman not later than 6 years from the date of the conduct giving rise to the complaint.

A complaint about a "long-term financial service", can be made not only (i) within a period of 6 years of the date of the conduct complained of, but also (ii) within a period of 3 years of a certain "date of knowledge" as prescribed at *Section 51(2)(ii)* Financial Services and Pensions Ombudsman Act 2017 and, in addition, (iii) the FSPO has a statutory discretion, regarding such complaints, to extend the time where there are reasonable grounds for requiring a longer period and it would be just and equitable in all the circumstances to do so.

Financial Services and Pensions Ombudsman  
Address: Lincoln House, Lincoln Place, Dublin 2.  
Phone: 353 (1) 567 7000  
Email: [info@fspoi.ie](mailto:info@fspoi.ie)  
Online Compliant form: <https://www.fspoi.ie/complaint-form.aspx>