

LaSalle Investment Management SAS

LaSalle France

COMPLAINTS HANDLING PROCESS

December 2023

The complaints handling process (the “Process”) describes the process implemented by LaSalle Investment Management SAS (“LIM SAS”) to ensure that complaints received from investors are handled in a consistent, fair and prompt manner, in accordance with Article 318-10 and Article 318-10-1 of the General Regulation of the *Autorité des Marchés Financiers* (“AMF”) as well as with the AMF Instruction DOC-2012-07.

For the purpose of this Process, a complaint is defined as a written expression of dissatisfaction by an investor towards LIM SAS. For the avoidance of doubt, a request of information, advice or clarification concerning the services rendered is not considered a complaint and is not covered by the Process.

Making the complaint

Complaints should be made in writing, in English or French, and be addressed to the *Responsable de la Conformité et du Contrôle Interne* (“RCCI”) with the reference at the following address or e-mail:

LaSalle Investment Management SAS

Attention: RCCI / Tania Favero

112 avenue Kléber, 75784 Paris Cedex 16, France

E-mail address: Tania.Favero@lasalle.com

Phone number: +33 (0) 1 56 43 46 54

Acknowledgment

A written acknowledgement (letter or email) is sent by the RCCI to the complainant within the ten business days that follow the receipt of the complaint, acknowledging receipt of the complaint and indicating when a full response is expected to be issued.

Investigation

The investigation is conducted in a competent, diligent, and impartial manner by the RCCI, who participates to discussion with inherent teams and with the managing directors of LIM SAS. Once all the relevant information has been gathered and reviewed, the RCCI decides whether to uphold the complaint and what, if any, redress is appropriate.



Response to the complaint

The RCCI sends the response to the complainant by formal letter or by email, within two months from the date of dispatch¹ of the first written expression of dissatisfaction from the complainant.

The AMF Ombudsman

If the complainant is not satisfied with the outcome of his/her complaint, he/she may contact the AMF Ombudsman, free of charge, preferably by filling in the electronic form on the AMF website (<https://www.amf-france.org/fr/le-mediateur-de-lamf/votre-dossier-demediation/vous-voulez-deposer-une-demande-de-mediation>), or by post at 17 place de la Bourse 75082 Paris Cedex 2.

¹ Date as per postmark