



GMO Singapore Pte Limited

GMO Singapore Pte Limited ("GMOS"), regulated by the Monetary Authority of Singapore, has complaints procedures in place. These procedures help to ensure that GMOS has in place adequate procedures and processes for handling complaints independently, effectively, and promptly..

If you are a client of GMOS, you are entitled to make a complaint by sending an email to ComplaintsOfficer@gmo.com or by post to GMO Singapore Pte Limited, 6 Battery Road, #34-01 Singapore 049909. You may also contact GMOS for further information about GMOS's complaints handling procedures. GMOS will consider any complaint received in accordance with its complaints procedures. GMOS aims to respond to any complaint received within 20 business days, or earlier if practicable.

GMOS is a member of the Financial Industry Disputes Resolution Centre Ltd ("FIDReC"). FIDReC is an independent and impartial alternative dispute resolution institution specialising in the resolution of disputes between financial institutions and consumers. You may approach FIDReC in relation to any complaint. The contact details are: 36 Robinson Road, #15-01, City House Singapore 068877

Website: www.fidrec.com.sg

E-mail: info@fidrec.com.sg

Tel: +65 6327 8878.