

Complaint Handling Procedure

Czech Republic

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:

E-mail: investor.services@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.

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 30 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 [Office of the Financial Arbitrator](#).

Office of the Financial Arbitrator

Legerova 1581/69

110 00 Prague 1

Tel.: +420 257 042 070

E-mail: arbitr@finarbitr.cz

More information can be found on [Financial Arbitrator and the Office of the Financial Arbitrator](#).