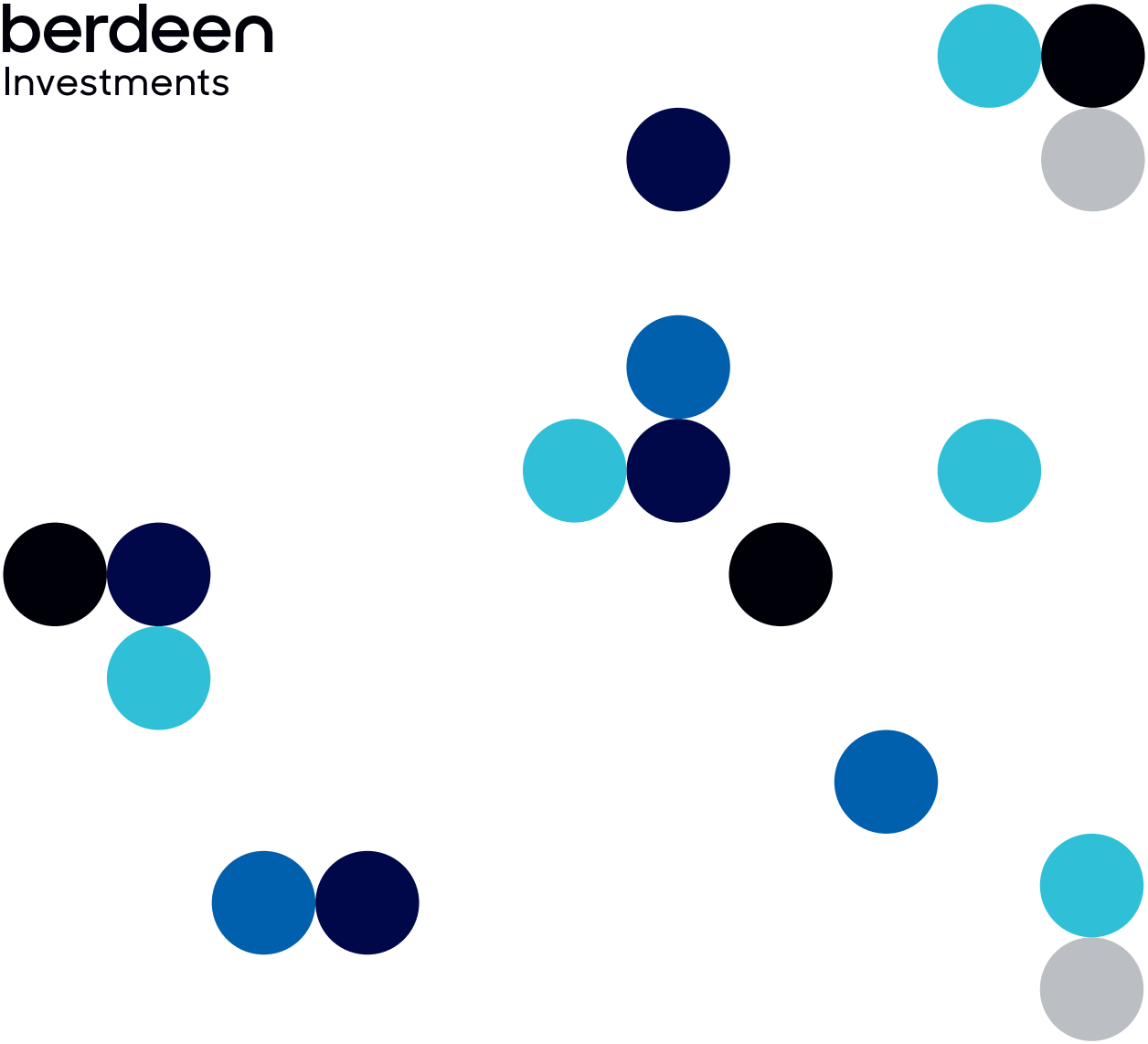
aberdeen Investments



Complaint Handling Procedure

What to do if you have a complaint

Luxembourg Domiciled Funds

June 2026

aberdeeninvestments.com

This page has intentionally been left blank.

Introduction

At Aberdeen Investments, we want to provide you with the highest level of service possible.

We hope you are pleased with the service we provide. However, if you have cause for a complaint, please let us know. Our Client Service Team is dedicated to dealing with complaints.

You can help us improve our service.

How can I make a complaint?	
Complaint relating to: abrdn SICAV I, abrdn SICAV II, abrdn SICAV III, abrdn Alpha and abrdn Liquidity Fund (Lux).	
By Letter	Aberdeen Investments Shareholder Service Centre c/o SS&C Administration Services Luxembourg S.A., 5, Rue Jean Monnet L-2180 Luxembourg Luxembourg
	Alternatively, you can also make a complaint by:
Fax:	00 352 245 29056; or by
Email:	asi_luxembourgcs@sscinc.com

What will happen when you receive my complaint?

The Client Service Team will send you an acknowledgment letter, or email if you contacted us via that method, within 10 business days after receipt of your complaint.

In some cases, we may require more information from you to enable us to fully investigate your complaint. In this instance, we may contact you for further information.

In all cases, you will be given the relevant contact details to follow up with your case.

Investigating your complaint

We will fully investigate all aspects of your complaint. Your complaint will receive the full attention of our Client Service Team at our Third Party Administrators who conduct complaint investigations and correspond with clients on our behalf.

Our Client Service Team considers each complaint individually, co-ordinates all aspects of the information gathering process about your complaint and will endeavour to resolve the matter promptly and fairly.

Responding to your complaint

You will receive a full written response to your complaint.

In our response, we will provide you with the name of the Client Service representative who investigated your complaint.

We aim to send this response letter to you within 30 calendar days, however:

If after 30 calendar days we are still investigating your complaint, we shall advise you in writing of:

- the reasons why the matter is still unresolved; and
- when you may next expect to hear from us.

Complaint resolution

During our investigation, we will have determined whether an error has occurred.

If we have made a mistake, we will correct it and take steps to ensure that you have not been financially disadvantaged as a consequence of our error.

Whilst we will do our utmost to ensure that your complaint is resolved to your satisfaction, if you are not happy with our response, please contact us again.

What if I am unhappy with your response?

We analyse each complaint received to record any errors that have occurred. Our Senior Management Team reviews this analysis on a monthly basis to improve the level of service that we provide.

In case you do not receive a satisfactory answer, you can apply for an out-of-court resolution of your complaint with the Commission de Surveillance du Secteur Financier ("CSSF") within one year after having filed your complaint.

Please find details on the CSSF website (https://www.cssf.lu/en/customer-complaints/).

Professional Clients

Complaints received from professional clients and eligible counterparties will be handled in the same way as complaints received from retail clients.

For more information visit aberdeeninvestments.com

abrdn Investments Luxembourg S.A. 35a, Avenue J.F. Kennedy, L-1855 Luxembourg. No. B120637. Authorised in Luxembourg and regulated by CSSF.

0006381522 | 0526 | ID: AA-260526-208565-14