



CBRE
GLOBAL
INVESTORS

AUGUST 2018

CBRE GLOBAL INVESTORS LIMITED
CBRE GLOBAL INVESTORS (UK) LIMITED

RICS COMPLAINTS HANDLING PROCEDURES

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Our aim is to have an entirely satisfactory relationship with all our clients and others with whom we do business. If at any time you are unhappy with any aspect of our service or would like to suggest ways we could improve this, please contact us. We hope that the relationship you have with us will encourage you to discuss any such matter on an informal basis and allow us to attend to any concerns immediately.

In accordance with the rules of the Royal Institution of Chartered Surveyors ("the RICS"), we have established procedures for the effective consideration of complaints. This information will be supplied to anyone making a complaint which cannot be resolved within five business days or, on request, to a client or person with whom we have a business relationship or any other person to whom we owe a duty of care.

RECEIPT OF COMPLAINTS

Complaints may be received in writing (including e-mail and fax) or verbally (either over the telephone or in face-to-face conversation). Defining what constitutes a 'complaint' will inevitably be a matter of judgement for the person who receives the 'complaint', however, any expression of dissatisfaction whether justified or not will constitute a complaint. In the case of a verbal complaint, the person making the complaint may be asked to put the details in writing in order that the process described below can be operated effectively.

PERSONS RESPONSIBLE FOR HANDLING COMPLAINTS

Any verbal or written complaint must be considered by the Compliance Officer whose contact details are given at the end of this procedure. He will pass the matter to a Director who is not directly concerned in the subject matter of the complaint. In exceptional circumstances the Compliance Officer may ask that the matter be handled by someone outside the company including a director of another company within the Group.

VERBAL RESOLUTION

We anticipate that the majority of complaints can be resolved promptly and verbally. Where a complaint can be dealt with verbally to your satisfaction, this will be done, where possible, by the close of the business on the fifth day following the day on which the complaint is received.

If the matter cannot be resolved within five business days following its receipt or if a complaint alleges actual or potential financial loss, our response will be in writing and will follow the procedures set out in paragraph 4 below. In these cases, the person to whom the complaint has been referred will respond to you.

WRITTEN RESOLUTION

All complaints not resolved under procedures set out in paragraph 3 above will be acknowledged in writing within 7 business days of receipt. Our acknowledgement will give the name and job title of the person handling the complaint and include a copy of these Complaint Handling Procedures and, if appropriate, request additional information or clarification. If we are

in a position to give our final response within 7 days, we may combine this acknowledgement with our final response.

In any event, we will within 28 business days of the receipt of a complaint send you either:

- A. A final substantive response; or
- B. A holding response explaining why we are not yet in a position to resolve the complaint and giving an indication when we will make further contact.

By the end of eight weeks from the date of receipt of the complaint, we must send you either:

- A. A final substantive response; or
- B. A response which will explain that we are still not in a position to make a final response, giving reasons for the further delay and indicating when we expect to be able to provide a final response. It will also inform you that you may ask that the complaint be referred to:
 - I. A separate review by an appropriately qualified person; or
 - II. Business to Business complaints - Mediation, where both parties agree, in accordance with the mediation process operated by the Dispute Resolution Service of the RICS; or
 - III. Where the complainant is a consumer and you remain dissatisfied with the internal investigation you may ask that it be referred to the Ombudsman Service-Property which is a dispute resolution service for consumers, approved by RICS.

The final response must either:

- A. Accept the complaint and indicate how the issue is to be resolved; or
- B. Reject the complaint giving full reasons and inform you that you may refer the complaint to the one of the above methods of resolution if you are dissatisfied with our final response and that you must do so within three months.

CONTACTS

Complaints should be addressed to:

THE COMPLIANCE OFFICER

CBRE Global Investors Limited/CBRE Global Investors (UK) Limited
Third Floor
One New Change
London, EC4M 9AF
Tel: +44 (0)20 7809 9000 Fax: +44 (0)20 7809 9001.

If you are unsatisfied with the final result of our complaints handling procedure, you can complain to either of the bodies below, dependent on whether you are a commercial consumer or an individual consumer.

THE ROYAL INSTITUTION OF CHARTERED SURVEYORS (COMMERCIAL CONSUMER)

RICS Dispute Resolution Service (DRS).
Surveyor Court
Westwood Park
Coventry, CV4 8JE
Tel: 020-7334 3806 Fax: 020-7334 3802
Email: conduct@rics.org.uk Website: www.rics.org.uk

OR

CENTRE FOR EFFECTIVE DISPUTE RESOLUTION (CEDR) (INDIVIDUAL CONSUMER)

70 Fleet Street
London, EC4Y 1EU
Tel: 020 7536 6000



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