



Complaints Statement

At Western Asset Management Company Limited "WAMCL", our priority is to deliver a high level of service to our clients.

We value our relationship with you. WAMCL recognises there may be times where you become dissatisfied for any reason with our services. It is important for us to know when you have a problem so that we can work to resolve it as soon as possible.

First step would be to bring your concern to the attention of your Client Service Executive or other established point of contact within WAMCL immediately.

You can contact us either verbally or in writing. We treat all complaints seriously and are committed to investigate and try to resolve any issues promptly, efficiently and fairly using our complaint handling procedures (a copy of which is available on request).

The United Kingdom Financial Ombudsman Service

As a Firm regulated and authorised by the Financial Conduct Authority ("FCA"), we aim to resolve internally any problem that you raise with us. However, you may also have recourse to the UK Financial Ombudsman Service ("FOS"), a free impartial service. If your complaint is outstanding after eight weeks then we shall write to let you know that even though we have been unable to resolve the matter, you are entitled to contact the FOS without further delay. Also, if you are advised that we have decided the matter, but you are not satisfied with our final response, you can contact the FOS within six months from the date of our final response.

Phone: +44 (0) 20 7964 1000 / 0800 023 4567 (within UK only)

Email: complaint.info@financialombudsman.org.uk; www.financial-ombudsman.org.uk

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