

# Lazard Asset Management Limited

## Complaint Handling Guidelines

May  
2025

Lazard Asset Management Limited (“we”, “us”) takes all client complaints very seriously. We operate a written complaints procedure in accordance with the rules of the Financial Conduct Authority, and we seek to resolve any issues quickly, fairly and consistently. The purpose of this guidelines document is to provide a quick summary of our complaint’s procedure.

### Making a complaint about our services

If you are a potential, current or previous client of Lazard Asset Management Limited, and you have a complaint in respect of any of our investment services, please contact us as follows:

#### In writing to:

The Legal & Compliance Department  
Lazard Asset Management Limited  
50 Stratton Street  
London W1J 8LL  
Telephone: 020 7588 2721

#### By email:

[laml.compliance@lazard.com](mailto:laml.compliance@lazard.com)

Alternatively, you can contact us through your financial adviser.

### How we handle your complaint

We will investigate your complaint competently, diligently and impartially, obtaining additional information as necessary. We will:

- Send you a prompt written acknowledgement to let you know that we have received your complaint, and we are dealing with it; and
- Ensure that you are kept informed of the progress of the measures being taken for your complaint’s resolution.

When we have come to a decision on your complaint, we will communicate our position clearly and promptly. If your complaint is accepted, we will offer to compensate you for any losses you may have suffered as a result of our actions. If your complaint is not accepted, we will explain the reasons why.

If you are dissatisfied with our response, we will notify you of your potential right to refer your complaint to the Financial Ombudsman Service. In order to contact the Financial Ombudsman Service you can call them on (+44) (0)800 023 4567, or visit them online at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk). Where you wish to refer your complaint to the Ombudsman, you must do this within six months of our final response.

We will also set out your options, where relevant, to refer your complaint to an Alternative Dispute Resolution entity or to take civil action.

### Complaints about one of our UK Funds

If your complaint does not relate to an investment service provided by Lazard Asset Management Limited, but instead relates to one of our UK or Irish Funds, you should write to:

#### UK Funds:

Lazard Fund Managers Limited  
PO Box 364  
Darlington  
DL1 9RD

#### Irish Funds:

Lazard Fund Managers (Ireland) Limited  
c/o the Administrator State Street Fund Services (Ireland) Limited  
Transfer Agency Department  
7/8 Sir John Rogerson’s Quay  
Dublin 2  
DO2 HD32  
Ireland