

Complaints handling in Nordea Investment Management AB

Nordea Investment Management AB (NIM) take all customer complaints seriously. If you are dissatisfied with a service NIM has provided, we encourage you to contact your business contact at NIM as a first remedy. If your issue remains after the contact, a formal complaint may be filed to NIM.

Complaints

A customer complaint means a statement of dissatisfaction by a customer of NIM, relating to the provision of an investment service, ancillary service or ancillary operation. In this context, general comments or general expressions of dissatisfaction should not be regarded as customer complaints.

Complaints should be filed in writing, by post, at the following address:

Nordea Investment Management AB, Klagomålsansvarig (Complaints Function),
M540, 105 71 Stockholm, Sweden

Complaints could also be sent to: nim.compliance@nordea.com

Customer complaints in NIM are handled by the Compliance Function.

All complaints are registered securely at NIM and are normally handled within 14 days. If a customer complaint cannot be handled within 14 days, NIM will inform the customer about the delay and give an indication about when the investigation will be completed.