

## HarbourVest Partners (Ireland) Limited (the “Company”)

### Complaints Policy Summary

The Company is authorised by the Central Bank of Ireland (“**CBI**”) as an alternative investment fund manager (“**AIFM**”). The Company is also authorised by the CBI to provide MiFID individual portfolio management services (“**IPM**”).

The Company has adopted a Complaints Policy which applies to complaints from a) current, former and/or potential investors of alternative investment funds under management (“**AIF investors**”); and b) current, former and/or potential IPM clients.

#### How to make a complaint

The Company has established a Complaints Management Function (“**CMF**”) comprising the Company’s Head of Compliance and the Designated Person for Distribution. The CMF is responsible for ensuring that all complaints are reviewed and, where appropriate, investigated and answered without undue delay.

Complaints from AIF investors and IPM clients should be addressed to the CMF in writing by post or email using the following contact details:

#### **BY POST**

Complaints Management Function  
HarbourVest Partners (Ireland) Limited  
The Lumen Building  
23-25 Baggot Street Upper  
Dublin 4, D04 Y7T1,  
Ireland

#### **BY EMAIL**

[AIFcomplaints@harbourvest.com](mailto:AIFcomplaints@harbourvest.com)

Complaints should include the complainant’s name and contact details and details of the complaint, including relevant dates, places and times. Copies of relevant documents should also be included, where appropriate.

## **Dealing with complaints**

The Company will aim to handle complaints in an independent manner, where possible, by managing any potential conflicts of interest.

Once a complaint has been received by the Company, the following steps will be taken:

- Complaints will in normal circumstances be acknowledged in writing promptly, providing early reassurance that the Company is dealing with the complaint.
- The complainant will be provided with point of contact details for the duration of the investigation and will be kept informed thereafter of the progress of the measures being taken towards the complaint's resolution.
- The complainant will be advised of the outcome of the investigation, the terms of any offer or settlement where applicable.
- The complaint will be recorded in the Company's complaints register.

## **The Financial Services and Pensions Ombudsman**

If the Company does not succeed in resolving a complaint, complainants may refer their complaint to the Financial Services and Pensions Ombudsman.

Contact Address: Lincoln House, Lincoln Place, Dublin 2, D02 VH29,  
Contact Email: [info@fspo.ie](mailto:info@fspo.ie),  
Contact Phone: +353 1 567 7000,  
Website: <https://www.fspo.ie/>

## **More information**

For more information on the Company's Complaints Policy and procedures, please contact the Company's CMF.