

Investor's Rights

1. You have the right to be informed of any information regarding the asset management company that your service provider represents.
2. You have the right to request for the name and address of the asset management company, service provider as well as their contacting officers.
3. You have the right to be informed of risk involving with investing in investment units with recommendation, warnings and explanation on risks in investing in investment units including warning in case you are refuse to provide information or giving the updated information.
4. You have the right to request for any information that may materially affect your benefits as a unitholder and/or investment decision. For example, whether the fund you wish to invest in is due to merge with another mutual fund or not.
5. You have the right to be informed of any information regarding conflict of interest issues. For example, fees or other incentives that service provider may receive from subscription or redemption of units.
6. You have the right to reject any "cold calling*" contact.
7. In the event that you decide to invest in a mutual fund via a cold calling contact and you are not as institutional investor (as defined by the SEC), you have the right to cancel the subscription or redeem the units in that fund if it is within the period specified by law.
8. You have the right to request for the fund prospectus from the asset management company or the service provider.

*when the asset management company, underwriter or service provider contact new customers to convince them to invest in mutual fund for the first time, usually unsolicited.

How to file customer complaint

The unit holder may file a complaint about the business operation of the asset management company, underwriter, service provider (corporate or individual), both verbally and in writing. The unit holder may file their complaints to any of the following venues.

1. Company

Aberdeen Standard Asset Management (Thailand) Limited

28th Floor Bangkok City Tower, 179 South Sathorn Road,

Thungmahamek, Sathorn, Bangkok 10120

Telephone number 02-352-3388 Fax number 02-352-3389

aberndeenstandard.com/thailand

Contact Customer Service Center :

Tel. 0-2352-3388

Email : client.services.th@aberndeenstandard.com

The comments can be made verbally or in writing. A verbal complaint will be recorded in written form and will verified/certified by the unit holder. The management company has a duty to resolve the issue for unit holders as well as send the complaint form along with the resolution to the Office of the Securities and Exchange Commission every quarter. The filing must be done within 15 days after the end of the quarter.

2. Underwriter and Service Provider

The comments can be made verbally or in writing. A verbal complaint will be recorded in written form by the service provider and must be verified/certified by the unit holder. If the service provider is able to resolve the issue, the complaint form, as well as the resolution, will be submitted to the management company within 7 days after the issue has been resolved.

3. The Office of Securities and Exchange Commission (SEC) (Help Center)

333/3 Vibhavadi-Rangsit Road

Chomphon , Chatuchak Bangkok 10900, Thailand

Telephone Number 02 695 9999

The Office of the SEC will pass on the complaints to Aberdeen, who will resolve the issue and report the resolution back to the Office of the SEC within 30 days from the day that the complaint was received. If the issue is not resolved, Aberdeen has a duty to submit the progress report to the Office of the SEC every 30 days until the issue is resolved. After the issue is resolved, Aberdeen or the service provider