



Complaints Handling Process

AS AT AUGUST 2025

SUMMARY

As a MiFID firm LaSalle is required to comply with DISP provisions relating to MiFID complaints. Accordingly, LaSalle has established and implemented a formal process which sets out the steps for the fair, prompt and consistent handling of complaints received from clients. The DISP provisions apply only to MiFID and equivalent third country business (which doesn't include direct investment in real estate). However, to treat its customers fairly and achieve best client outcomes, LaSalle will apply this Policy to all its current and prospective clients.

DEFINITION AND SCOPE

A complaint, and a MiFID complaint, is defined as any oral or written expression of dissatisfaction, whether justified or not, from, or on behalf of, a person about the provision of, or failure to provide, a financial service or a redress determination which alleges that the complainant has suffered or may suffer financial loss, material distress or material inconvenience.

While this document relates to handling complaints received from any client (regardless of their client categorisation status), only Eligible Complainants¹ can bring their claim to the Financial Ombudsman Service if they are not content with the outcome of LaSalle's complaints handling. Due to the limitations to its Scope of Permissions,² LaSalle does not conduct business within any Eligible Complainants. Consequently, provisions of DISP relating to Eligible Complainants do not apply to LaSalle.

LaSalle's Compliance function, led by the Compliance Officer, is responsible for the implementation and monitoring of the complaints handling process, including the investigation and analysis of complaints received, as well as identifying and addressing any risks or issues.

SUBMITTING YOUR COMPLAINT

If you have a complaint regarding LaSalle Investment Management in the UK, please let us know.

You can raise your complaint by writing to our Compliance Officer at the address below:

The Compliance Officer
LaSalle Investment Management
78 St James's Street
London
SW1A 1JB

Alternatively, complaints can be sent via email to: zakaria.ouraich@lasalle.com. Complaints can be submitted free of charge.

ACKNOWLEDGMENT

On receipt of your complaint, our Compliance Officer will send you a prompt written acknowledgement and keep you informed on the progress of measures being taken for your complaint's resolution.

INVESTIGATION

LaSalle implemented an impartial complaints process to ensure that your concerns are handled fairly, diligently and consistently. The investigation conducted will assess the subject matter of the complaint, whether the complaint should be upheld, what remedial action or redress may be appropriate and whether another party may be solely or jointly responsible for the matter.

To enable us to investigate your grievance as swiftly as possible please make sure you describe your concerns in sufficient detail. We may contact you if we need any further information.

RESPONSE AND RESOLUTION

Once the Compliance Officer completes their assessment, they will contact you with the final report, or with an explanation of why we require more time and when we expect to provide a final response, within eight weeks of receipt

(1) ¹ as defined in FCA DISP 2.7.3R.

(2) ² the full list of LaSalle's FCA permissions is available on the FCA register [here](#).

of your complaint. LaSalle is committed to resolving complaints as quickly as possible while ensuring thorough investigation.

If the final report offers any remedial action which you choose to accept, LaSalle undertakes to comply promptly with its findings.

Taking into account the scope of our activities and our client base, it is unlikely that you will be eligible to refer your complaint to the Financial Ombudsman Service. Our final response will contain further information including an indication whether you may be considered an eligible complainant for the Financial Ombudsman Service considering your specific circumstances.

RECORD KEEPING

The Compliance Officer maintains comprehensive records of all complaints received and the measures taken for their resolution in a complaints register saved in the Compliance function's secured folder. All relevant paperwork is also saved in the complaints file. These records are retained for a minimum of five years and include:

- Details of the complaint (including dates, description and activities/ services concerned)
- Investigation undertaken
- Date and details of the answer provided
- Any remedial action taken
- Details of resolution and closure of the complaint

LaSalle will provide information on complaints and complaints-handling to the FCA as required under regulatory obligations.

ISSUER AND OWNERSHIP

The Complaints Handling Process is owned by the Compliance function, and it shall be reviewed at least on annual basis and updated as necessary to reflect legal and regulatory developments. Each iteration of the Complaints Handling Policy will be communicated to the UK Management Board.

If you'd like to obtain more details on our complaints handling process, please email zakaria.ouraich@lasalle.com.

VERSION CONTROL

Date	Description
June 2018	Creation of the Policy
June 2022	Annual review
February 2023	Annual review
February 2024	Annual review and update
August 2025	Annual review and update



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