



### Information on MFS Complaint Handling Process

**MFS Investment Management Company (Lux) S.à r.l. ("MFS")** serves as the management company of **MFS Meridian Funds** and **MFS Investment Funds**.

The purpose of this document is to provide clear, precise and up-to-date information on the MFS complaint handling process in accordance with Luxembourg regulation. The process is intended to ensure complaints are adequately and promptly addressed.

#### Addressing a Complaint

A shareholder may report a complaint to the funds' transfer agent State Street Bank International GmbH, Luxembourg Branch (the "**Transfer Agent**") free of charge, by mail, email or phone:

**Mail:** MFS Meridian Funds or MFS Investment Funds (as applicable)  
c/o State Street Bank International GmbH, Luxembourg Branch  
49 Avenue J.F. Kennedy  
L-1855 Luxembourg  
Grand Duchy of Luxembourg

**Telephone:** *Europe and Asia:* +352-46-40-10-600  
*The Americas:* +1-416-506-8418

**Email:** *Europe and Asia:* MFSquerydesk@statestreet.com  
*The Americas:* mfsdealerservices@ifdsgroup.com

The complaint should indicate the first and last name and contact details of the shareholder (and, if applicable, the shareholder's legal representative). It should explain in detail the facts surrounding the complaint and include any supporting documentation. If a shareholder holds the investment indirectly, i.e., through a Financial Intermediary, it is recommended that the shareholder submit the complaint through that Financial Intermediary.

#### Timeframe and Process

The complaint will be acknowledged within 10 business days of receipt and will inform the shareholder of the name and contact details of the person in charge of the complaint.

MFS (or the Transfer Agent on its behalf) will use best efforts to provide the shareholder with its answer within one month from the date of receiving the complaint. If MFS believes it will exceed this period, the shareholder will be informed of the causes of the delay and the date by which MFS' answer is likely to be provided.

Following this, if the shareholder believes he or she did not receive a satisfactory answer, the shareholder will be provided the necessary contact information to escalate the complaint to the level of MFS management.

Where the complaint handling at the level of management does not result in a satisfactory answer, MFS will provide a full explanation of its position. The shareholder may elect to pursue the out-of-court complaint resolution procedure of the CSSF, and MFS will provide information on how to do this in such event.