



## Notice of Trust Complaint Policy and Procedure

Amalgamated Bank maintains a formal **Complaint Policy** to ensure that all complaints received from Clients and their service providers (including outside investment managers, administrators, accountants, auditors, etc.) are accurately recorded and addressed in a timely manner.

Should you have a complaint or other dissatisfaction that arises regarding services provided to you by Amalgamated Bank, please contact your Relationship Manager or client service representative (at [InvestorRelations@amalgamatedbank.com](mailto:InvestorRelations@amalgamatedbank.com)) with your concerns via email, phone or formal letter.

Once complaints are received, they will be circulated to the appropriate contact and logged in to Amalgamated Bank's records.

**All complaints will receive a full response within 30 calendar days or a reasonable expectation of a full response if one cannot be provided within that time frame.**

Should you have any questions about this policy or need additional information on the Trust Complaint Policy, please contact Gregory Spock, Vice President, Trust Compliance Officer, at [gregoryspock@amalgamatedbank.com](mailto:gregoryspock@amalgamatedbank.com).