

## PRODUCT HIGHLIGHT SHEET

# SUN LIFE PROSPERITY PHILIPPINE STOCK INDEX FUND, INC.

*as of March 2024*

### BRIEF INFORMATION

The Fund is an open-end investment company engaged in the sale and distribution of mutual fund shares, which aims to replicate the performance of its market benchmark, the Philippine Stock Exchange Index (PSEi), by gaining exposure in equity securities that make up the PSEi.

### PRODUCT SUITABILITY

The recommended investment timeframe for this Fund is at least five (5) years. This Fund is suitable for investors who:

- Have an **aggressive risk profile** and a long-term investment horizon;
- Want to gain convenient access to the local stock market and ride on the performance of the Philippine Stock Exchange Index (PSEi)
- Are willing to take high risks for potentially high capital returns over the long-term

### KEY PRODUCT FEATURES

<b>Fund Category / Type</b>	Equity Fund (Index Tracker)
<b>Base Currency</b>	Philippine Pesos
<b>Benchmark (Risk Benchmark)</b>	Philippine Stock Exchange Index (PSEi)
<b>Investment Strategy</b>	The Sun Life Prosperity Philippine Stock Index Fund, Inc. aims to replicate the performance of its market benchmark, the Philippine Stock Exchange Index (PSEi), by gaining exposure in equity securities that make up the PSEi.
<b>Fiscal year-end</b>	December 31

This Product Highlight Sheet only highlights the key features and risks of this unlisted capital market product. We recommend that you read this Product Highlights Sheet together with the Fund's Prospectus dated 21 November 2019 and its supplementary (if any). Investors are advised to request, read, and understand the Prospectus before deciding to invest.

<b>Dividend Policy</b>	The Board of Directors of the Fund has the power to fix and determine the amount to be reserved or provided for declaration and payment of dividends from the Fund's unrestricted retained earnings. The amount of such dividends (either in cash, stock, property, or a combination of the foregoing) will depend on the Fund's profits, cash flows, capital expenditure, financial condition, and other factors and will follow SEC's guidelines on determining retained earnings available for dividend declaration. The existence of surplus profit is a condition precedent before a dividend can be declared. The surplus profits or income must be a bona fide income founded upon actual earnings or profits. Actual earnings or profits shall be the net income for the year based on the audited financial statements, adjusted for unrealized items, which are considered not available for dividend declaration. Taking into account the Fund's cash flows, capital expenditure, investment objective and financial condition, at least 10% of the actual earnings or profits may be declared by the Board of Directors as dividends.
<b>Date Rendered Effective</b>	21 November 2019
<b>Fund Manager (include delegatee, if any)</b>	Sun Life Asset Management Company, Inc., (SLAMCI) outsourced to Sun Life Investment Management and Trust Corporation (SLIMTC) via an Investment Management Agreement (IMA)
<b>Fund Distributor (include delegatee, if any)</b>	Sun Life Asset Management Company, Inc. (SLAMCI)
<b>Custodian (include delegatee, if any)</b>	<b>Citibank Philippines</b> 34th Street, Bonifacio Global City, Taguig, 1634  All other assets which by their nature cannot be held in custody by the Custodian will be reported to the Independent Oversight Entity in compliance with the requirements of SEC Memorandum Circular Number 33 Series of 2020.
<b>Transfer Agent</b>	Sun Life Asset Management Company, Inc. (SLAMCI)
<b>Fund Advisor (if any)</b>	None
<b>Independent Auditor</b>	Navarro Amper & Company / Deloitte Touche Tohmatsu

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<b>Law Firm (if any)</b>	Nisce Mamuric Guinto Rivera & Alcantara Law Offices
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## RISK FACTORS

The Company's activities expose it to a variety of operational and financial risks such as market risk (which includes interest rate risk and equity price risk), credit risk, foreign exchange risk, fund manager risk, dilution risk, liquidity risk, large transaction risk, non-guarantee, regulatory risk, and operational risk.

**Equity Risk:** Companies issue equities, or stocks, to help finance their operations and future growth. A company's performance outlook, market activity and the larger economic picture influence its stock price. When the economy is expanding, the outlook for many companies will be positive and the value of their stocks should rise. The opposite is also true. The value of a Fund is affected by changes in the prices of the stocks it holds. The risks and potential rewards are usually greater for small companies, start-ups, resource companies and companies in emerging markets. This risk is inherent to all equity-laced funds. However, the Index Fund may only be invested in stocks which make up the Philippine Stock Exchange Index (PSEi), limiting allocation to a fixed basket of thirty (30) common stocks of listed companies. These are carefully selected to represent the general movement of the Philippine stock market.

The selection of these companies is based on a specific set of criteria. Under the revised policy on index management, companies should meet three (3) criteria to qualify under the PSEi:

1. The company's free float level must be at least 15%.
2. The company must rank among the top 25% in terms of median daily value in nine out of the twelve-month period in review.
3. Ranking of Top 30 qualified companies based on full market capitalization.

**Index Risk:** The performance of the Fund may not precisely duplicate the performance of the benchmark index being used. The Fund may rebalance the portfolio to account for changes in the composition or valuation of the stocks within the index. This creates the possibility of a marked difference between the Fund's performance and that of the index. Lacking active risk management, the Fund is fully exposed to all the changes to the market benchmark, the Philippine Stock Exchange Index (PSEi). Considering that this risk is inherent to the Fund, investors must be fully aware of it prior to investing.

**Market Risk:** Stock prices rise and fall. The carrying value of the Fund's investments in other corporate stocks depends on the value at which the stocks have been traded at the stock market as at the end of a particular day. The risk is minimized by closely monitoring the Fund's tracking error and establishing certain exposure limits.

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**Fund Manager Risk:** The performance of the Funds is also dependent on the Fund Manager's skills. Hence, the Fund may underperform in the market and/or in comparison with similar funds due to investment decisions made by the Fund Manager, and may also fail to meet the Fund's investment objectives. The Board of Directors of the Fund, however, shall ensure that all investment policies and restrictions enumerated in this Prospectus are strictly followed.

**Liquidity Risk:** The Fund is usually able to service redemptions of investors within seven (7) banking days after receipt of the notice of redemption by paying out redemptions from available cash or near cash assets in its portfolio. However, when redemptions exceed the Funds available cash or near cash assets in its portfolio, the Fund will have to sell its other security holdings; and during periods of extreme market volatility, the Fund may not be able to find a buyer for such assets. Consequently, the Fund may not be able to generate sufficient cash from its sale of assets to meet the redemptions within the normal seven (7) banking day period. To mitigate this, the Fund maintains adequate highly liquid assets in the form of cash, cash equivalents and near cash assets in its portfolio.

**Dilution Risk:** Being an open-end mutual fund, various investors may effectively subscribe to any amount of shares of the Fund. As such, investors face the risk of their investments being diluted by the shares of the other investors of the Fund. The influence that the investors can exert over the control and management of the Fund decreases proportionately. To mitigate the risk, the Fund may impose single investor limits to the ownership of the fund, when necessary. This limits the extent to which any single investor can exercise control of the Fund. The Fund may also impose an anti-dilution levy or fee for significant orders, to protect the interest of the remaining investors of the Fund, when necessary.

**Large Transaction Risk:** If an investor in a Fund makes a large transaction, the Fund's cash flow may be affected. For example, if an investor redeems a large number of shares of a Fund, that Fund may be forced to sell securities at unfavorable prices to pay for the proceeds of redemption. This unexpected sale may have a negative impact on the net asset value of the Fund. To mitigate this risk, the Fund may impose single investor limits to the ownership of the fund, when necessary. This limits the extent to which redemptions from any single investor can impact the Fund's cash flow. The Fund may also impose an anti-dilution levy or fee for significant orders, to protect the interest of the remaining investors of the Fund, when necessary.

**Non-Guarantee:** Unlike deposits made with banks, an investment in the Fund is neither insured nor guaranteed by the Philippine Deposit Insurance Corporation ("PDIC"). Hence, investors carry the risk of losing the value of their investment, without any guarantee in the form of insurance. Moreover, as with any investment, it is important to note that past performance of the Fund does not guarantee its future success.

**Regulatory Risk:** The Fund's investments and operations are subject to various regulations affecting among others, accounting of assets and taxation. These regulations occasionally change, and may result in lower returns or even losses borne by the investors. For example, a higher tax imposed on the sale or purchase of underlying assets of the Fund may result in

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lower net asset value of the Fund. To mitigate this risk, SLAMCI adopts global best practices. Further, it maintains regular communications with the relevant government agencies to keep itself abreast of the issues giving them concern, and to have the opportunity to help them set standards for good governance. SLAMCI also takes an active participation in the Philippine Investment Funds Association, Inc. ("PIFA"), an association of mutual fund companies in the Philippines.

**Operational Risk:** This is the risk of loss resulting from inadequate or failed internal processes, controls, people, and systems. Categories of operational risks may fall under: sales and distribution, human resources, information technology, processes and people, accounting and finance, model risk, legal and regulatory and third-party relationships. The Fund ensures that internal controls and practices are consistent with enterprise-wide policies supporting the management of operational risks. The Fund has established business specific guidelines. Comprehensive investment program, including appropriate levels of self-insurance, is maintained to provide protection against potential losses.

**Passive Management Risk:** The Fund is a passively managed fund. Passively managed funds would not sell a security if the security's issuer was in financial trouble, unless the security is removed from the applicable index being replicated. The passively managed fund must continue to invest in the securities of the index, even if the index is performing poorly. That means the passively managed fund won't be able to reduce risk by diversifying its investments into securities listed on other indices. As a result, the performance of a passively managed fund may differ significantly from the performance of an actively managed fund.

The above risk factors are by no means exhaustive. New and/or unidentified risks may arise given the fast-changing financial markets and economic environment.

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## FEES & CHARGES

<p><b>Fees/charges paid by the investor when subscribing or redeeming the securities</b></p>	<p>The investor may choose to buy shares of the Funds on a “front-end” (Option A) or a “back-end” (Option B) basis, as described below:</p>														
<p><b>Option A</b></p>	<p>Sales load fee will be paid to the investor’s mutual fund dealer not exceeding 2% of the total purchase cost plus VAT when shares of the Fund are bought.</p> <p>Under this purchase option, the investor may redeem his shares free of charge at any time, unless the Fund has an imposed holding period. In this case, an early redemption fee of up to 2% plus VAT may be charged.</p> <p style="text-align: center;">Exhibit 1.0 – Front-End Load Rate</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th style="text-align: center;"><b>FRONT-END Load Rate</b> (excluding VAT)</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Less than PHP 100,000</td> <td style="text-align: center;">Up to 2.00%</td> </tr> <tr> <td style="text-align: center;">PHP 100,000 to less than PHP 1,000,000</td> <td style="text-align: center;">Up to 1.50%</td> </tr> <tr> <td style="text-align: center;">PHP 1,000,000 to less than PHP 5,000,000</td> <td style="text-align: center;">Up to 1.00%</td> </tr> <tr> <td style="text-align: center;">PHP 5,000,000 and up</td> <td style="text-align: center;">Up to 0.50%</td> </tr> </tbody> </table>		<b>FRONT-END Load Rate</b> (excluding VAT)	Less than PHP 100,000	Up to 2.00%	PHP 100,000 to less than PHP 1,000,000	Up to 1.50%	PHP 1,000,000 to less than PHP 5,000,000	Up to 1.00%	PHP 5,000,000 and up	Up to 0.50%				
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PHP 5,000,000 and up	Up to 0.50%														
<p><b>Option B</b></p>	<p>Allows all of an investor’s money to be invested, with no initial sales commission deducted. However, the investor agrees to pay SLAMCI a deferred sales charge (“DSC”) plus VAT, should the investor redeem the investment, or a portion thereof, within a prescribed investment period.</p> <p style="text-align: center;">Exhibit 2.0 – Back-End Load Rate</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th style="text-align: center;"><b>BACK-END Load Rate</b> Based on Market Value at Time of Redemption (excluding VAT)</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Redemption on: 1<sup>st</sup> Year</td> <td style="text-align: center;">Up to 5.00%</td> </tr> <tr> <td style="text-align: center;">Redemption on: 2<sup>nd</sup> Year</td> <td style="text-align: center;">Up to 4.00%</td> </tr> <tr> <td style="text-align: center;">Redemption on: 3<sup>rd</sup> Year</td> <td style="text-align: center;">Up to 3.00%</td> </tr> <tr> <td style="text-align: center;">Redemption on: 4<sup>th</sup> Year</td> <td style="text-align: center;">Up to 2.00%</td> </tr> <tr> <td style="text-align: center;">Redemption on: 5<sup>th</sup> Year</td> <td style="text-align: center;">Up to 1.00%</td> </tr> <tr> <td style="text-align: center;">Redemption on: Beyond 5 Years</td> <td style="text-align: center;">None</td> </tr> </tbody> </table> <p>In order to reduce the DSC payable, the oldest shares of the investor in the Fund will be redeemed first, unless the investor chooses to have subsequently purchased shares redeemed first.</p>		<b>BACK-END Load Rate</b> Based on Market Value at Time of Redemption (excluding VAT)	Redemption on: 1 <sup>st</sup> Year	Up to 5.00%	Redemption on: 2 <sup>nd</sup> Year	Up to 4.00%	Redemption on: 3 <sup>rd</sup> Year	Up to 3.00%	Redemption on: 4 <sup>th</sup> Year	Up to 2.00%	Redemption on: 5 <sup>th</sup> Year	Up to 1.00%	Redemption on: Beyond 5 Years	None
	<b>BACK-END Load Rate</b> Based on Market Value at Time of Redemption (excluding VAT)														
Redemption on: 1 <sup>st</sup> Year	Up to 5.00%														
Redemption on: 2 <sup>nd</sup> Year	Up to 4.00%														
Redemption on: 3 <sup>rd</sup> Year	Up to 3.00%														
Redemption on: 4 <sup>th</sup> Year	Up to 2.00%														
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Redemption on: Beyond 5 Years	None														

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<b>Minimum Holding Period / Early Redemption Fee</b>	There will be no holding period for shares purchased under the Option A sales load, effective 3 December 2018. For shares purchased prior to the said date, there will be a minimum holding period of at least 30 days to up to 180 days.  Redemptions made within the Minimum Holding Period from the date of investment will be charged up to 2% early redemption fee based on the redemption amount.
<b>Fund Manager's Fee</b>	0.50% p.a. (excluding VAT)
<b>Distribution Fee</b>	0.50% p.a. (excluding VAT)
<b>Transfer Agent Fee</b>	0.15% p.a. (excluding VAT)
<b>Custodianship Fee</b>	Up to 0.02% p.a.
<b>External Audit Fee</b>	[Year 2023] Php 166,436.00 (excluding VAT) Professional Fee (PF) + 4% of PF for Out-of-Pocket Expenses
<b>Director's Fee</b>	For year 2023, the total Independent Director's per diem is Php 256,454.55
<b>Philippine Stock Exchange (PSE) License Fee</b>	Varies depending on the size of the Fund's NAV, in compliance with PSE's Index Licensing Policy Guidelines
<b>Applicable Taxes</b>	Investors are advised to consult their own professional advisers as to the tax implications of subscribing for, purchasing, holding, and redeeming shares of the Fund. Tax related laws, rules and regulations are factors that are subject to rapid change and which could detrimentally affect the performance of the Fund.

### TRANSACTION INFORMATION

<b>Minimum Initial Investment</b>	PHP 1,000.00
<b>Minimum Additional Investment</b>	PHP 1,000.00
<b>Minimum Redemption Amount</b>	PHP 1,000.00
<b>Minimum Balance</b>	PHP 1,000.00
<b>Cooling-off Period</b>	N/A
<b>Period to Receive Payments</b>	T+3

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<b>Cut-off Time for Valuation of Securities</b>	If received after 12 o'clock noon, subscriptions will be processed at the NAVPS calculated for the next business day.
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**SUBSCRIPTION OF SECURITIES**

- Subscriptions received by SLAMCI or its authorized distributors by 12 o'clock noon on a business day will be processed at the NAVPS determined at the close of business that day. If received after 12 o'clock noon, subscriptions will be processed at the NAVPU calculated for the next business day.
- SLAMCI reserves the right to reject any specific subscription or to restrict purchases by a particular investor, for example, when such purchase is contrary to the best interests of the other shareholders or would otherwise disrupt the management of the Fund. This decision will be made within two (2) business days after receipt of the subscription and, in the event of a rejection, the subscription amount will be returned as soon as possible to the investor without interest and after deducting applicable bank charges.
- Shares of the Fund are sold on cash basis only. Installment sales will not be made.
- Shares of the Fund are offered for sale on a continuous basis at the NAVPS through SLAMCI's registered representatives and dealers. The dealers and registered representatives are required to forward to SLAMCI the prescribed and complete documents to purchase shares of the Fund on the same business day they are received. For purposes of facilitating transactions, the completed documents may be submitted electronically through fax or on-line, or any mode of transmittal which SLAMCI may establish and deem acceptable from time to time. All payments to be forwarded to and received by SLAMCI should come with and must be supported by the appropriate documents. Payments must also be forwarded and received by SLAMCI through mediums recognized and accredited by SLAMCI. The investor's account will be credited for the subscription only when the payment is in the form of cash, cheque or electronic transfer. The subscription will not be processed into the investor's account until the payments have become available to the Fund for investment deployment. Investors should inquire with their banks the clearing time required for each form of payment and when their investments will be available to the Fund. Applicable bank charges will be deducted from the investible amount.
- To reduce the adverse effect to existing investors of large redemptions in the Fund, a subscription may be amended or rejected if it makes the investor a holder of 10% or more of the Fund's net assets on subscription date

**PLEASE DO NOT MAKE PAYMENTS IN CASH TO THE CERTIFIED INVESTMENT SOLICITOR OR ISSUE A CHEQUE IN THE NAME OF THE INDIVIDUAL AGENT**

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- The Offer Price will be the NAVPS at the end of the day. NAVPS is computed by dividing net assets (total assets less total liabilities) by the total number of shares issued and outstanding, plus the total number of shares outstanding due to DFFS and for conversion to shares, if any, as of the end of the reporting day.
- Completed subscriptions received by SLAMCI or its authorized distributors by 12 o'clock noon will be processed at the NAVPS determined by SLAMCI at the close of business that day. If received after 12 o'clock noon, subscriptions will be processed at the NAVPS calculated for the next business day.
- The assets of the Fund shall be deemed to include (i) all cash on hand, or on call, (ii) all bills, notes and accounts receivables, (iii) all shares of stocks and subscription rights, and other securities owned or contracted for the Fund, other than its own capital stock, (iv) all stock and cash dividends and cash distributions to be received by the Fund but declared to stockholders of record on a date on or before the date as of which the net asset value per share of the Fund is being determined, (v) all interests accrued on any interest-bearing security owned by the Fund, (vi) all real properties and interests therein, and (vii) all other property of every kind and nature including prepaid expenses.
- The liabilities of the Fund shall be deemed to include (i) all bills, notes and accounts payable, (ii) all administrative expenses payable and/or accrued (including management fees), (iii) all contractual obligations for the payment of money or property, including the amount of any unpaid dividend declared upon the Fund's stock and payable to shareholders of record on or before the date on which the value of the Fund is being determined, (iv) all reserves authorized or approved by the Board of Directors for taxes or contingencies, and (v) all other liabilities of the Fund of whatsoever kind and nature except liabilities represented by the outstanding capital stock and surplus of the Fund.
- The Fund Manager (SLAMCI) shall compute and post the net asset value per unit of the Fund on a daily basis and shall:
  - Publish such daily prices in at least two (2) newspapers of general circulation in the Philippines, which may be done through industry organization/s; or
  - Upload daily in its website or industry association, through digital portals such as its website or social media accounts; or post them daily in a conspicuous place at the principal office of the investment company as well as in all its branches or correspondent offices which are designated redemption centers.

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## REDEMPTION OF SECURITIES

- Shares are redeemable at any time at their respective NAVPS.
- A shareholder may request for the redemption of his shares by delivering an order ticket or any document to be prescribed and recognized by SLAMCI for redemption to a registered representative, dealer or to SLAMCI. The order ticket for redemption must be accompanied by the appropriate certificate(s), if applicable, representing the shares to be redeemed.
- The redemption price is the NAVPS at the close of business day if order ticket is received on or before 12 o'clock noon. After 12 o'clock noon, the order ticket is deemed to have been received the following business day, and the redemption price will be the NAVPS determined at the close of business on the next business day.
- Payment upon redemption will be made either by issuing a cheque to the registered shareholder or through bank remittance. Payments for shares redeemed, less any redemption charges and taxes applicable, will be made by the Fund within seven (7) business days from its receipt of the request for redemption. Payment made through bank remittance may be subjected to applicable bank charges, subject to client's arrangement with the remitting and receiving bank. SLAMCI reserves the right to deduct any applicable bank charges from the redemption value. For payment made through cheque issuance, investor will receive payment within seven (7) banking days from date of redemption for the amount redeemed.
- The Fund may suspend redemptions or postpone the date of payment for a redemption in accordance with R. A. No. 2629 and/or the Implementing Rules and Regulations of the Investment Company Act upon approval of the Securities and Exchange Commission.
- The SEC may, whenever necessary or appropriate, in the public interest or for the protection of investors, suspend the redemption of securities of open-end companies.
- No deferred sales charge or redemption fee is imposed on redemptions on transferred shares under Option B in case of death of the investors. In order to qualify for this waiver, redemption must be made within 1 year of a shareholder's death. SLAMCI must be notified in writing of such death at the time of the redemption request either by the legal heir or administrator of the estate appointed by the court. SLAMCI must be provided with satisfactory evidence of the death, identity of the heirs, or appointment of the administrator, or such other documents necessary to process the redemptions.

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## FUND PERFORMANCE

### Average Total Return of the Fund

As of March 2024, in %	1-Year	2-Year	3-Year	4-Year	Initial Value
SUN LIFE PROSPERITY PHILIPPINE STOCK INDEX FUND, INC.	-0.2%	-1.8%	-4.7%	-9.2%	1.0109

*\* Based on the Fund's average rolling returns since inception*

### Annual Total Return of the Fund

As of March 2024, in %	1-Year	2-Year	3-Year	4-Year	Initial Value
SUN LIFE PROSPERITY PHILIPPINE STOCK INDEX FUND, INC.	-0.2%	-0.9%	-1.6%	-2.4%	1.0109

*\* Based on Compounded Annual Growth Rate (CAGR) of the Fund's average rolling returns since inception*

### Fund's Performance against Benchmark

As of March 2024, in %	1-Year	3-Year	5-Year	10-Year	Initial Value
SUN LIFE PROSPERITY PHILIPPINE STOCK INDEX FUND, INC.	5.93%	8.47%	-8.88%	-	1.0109
Benchmark	4.68%	5.48%	-12.18%	-	-

### Dividend Distribution

The Board of Directors of the Fund has the power to fix and determine the amount to be reserved or provided for declaration and payment of dividends from the Fund's unrestricted retained earnings. The amount of such dividends (either in cash, stock, property or a combination of the foregoing) will depend on the Fund's profits, cash flows, capital expenditure, financial condition, and other factors and will follow SEC's guidelines on determining retained earnings available for dividend declaration. The existence of surplus profit is a condition precedent before a dividend can be declared. The surplus profits or income must be a bona fide income founded upon actual earnings or profits. Actual earnings or profits shall be the net income for the year based on the audited financial statements, adjusted for unrealized items, which are considered not available for dividend declaration. Taking into account the Fund's cash flows, capital expenditure, investment objective and financial condition, at least 10% of the actual earnings or profits may be declared by the Board of Directors as dividends.

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Dividends so declared will be automatically reinvested in additional shares on behalf of the shareholders, without sales charges, at the NAVPS on the payment date established for such dividends. As such, Shareholders realize their gains when shares are redeemed. Shareholders may elect not to have dividends reinvested and receive payment in cash, net of tax.

## CONTACT INFORMATION / COMPLAINT

In case of complaints, investors may contact:

Sun Life Asset Management Company, Inc. (SLAMCI)  
8th Floor, Sun Life Centre  
5th Avenue Corner Rizal Drive, Bonifacio Global City, Taguig City  
E-mail: [sunlink@sunlife.com](mailto:sunlink@sunlife.com)  
Website: [www.sunlifefunds.com](http://www.sunlifefunds.com)  
Telephone No.: 8-849-9888

- For any inquiries and complaints relating to our services and products, the Investor may call SLAMCI's Client Care Center at 8-849-9888. If you are calling from the province, you may call toll-free at 1-800-10-SUNLIFE (1800-10-78-65433) from any PLDT line. Client Care Center business hours are from 8:00 AM to 7:00 PM, Mondays to Fridays.
- Investor may also send an e-mail at [sunlink@sunlife.com](mailto:sunlink@sunlife.com) or write a letter addressed to Sun Life Asset Management – Investor Services, 8F Sun Life Centre, 5th Avenue Corner Rizal Drive, Bonifacio Global City, Taguig 1634. Your complaints are logged in our system for monitoring purposes. SLAMCI endeavors to resolve your complaint at the soonest possible time. A company representative will reply to your complaint sent through e-mail within 24 hours upon receipt.
- A Code of Business Conduct in dealing with sensitive information covers SLAMCI employees. Rest assured that all Investor information and details about any complaint would remain private and confidential. Investor may also check Sun Life's privacy policy at <https://apps.sunlife.com.ph/privacy>.
- Alternatively, you may contact the Securities and Exchange Commission at <http://imessagemo.sec.gov.ph/login.php>. SLAMCI is regulated by the Securities and Exchange Commission (SEC).

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