



# COMPLAINTS POLICY AND PROCEDURE

## Introduction

Quoniam Asset Management GmbH (hereinafter referred to as "Quoniam") acts primarily as a financial services institution in the interests of its clients/investors. For us the appreciation and recognition of our customers/investors is very important. Should a customer/investor nevertheless be dissatisfied with Quoniam's service, it is our priority to clarify the circumstances that led to the complaint in detail and work together with the client/investor to seek a solution in their interest. For an appropriate and immediate handling of complaints, their documentation and archiving, Quoniam has therefore implemented effective and transparent procedures, which will be explained in this document.

## General handling of complaints

Once a client/investor has submitted a complaint regarding the service provided by Quoniam either in person, by telephone or in writing, the complaint is recorded in a centralized system. This allows us to provide the client / investor with information about the current status of his complaint at any time during the process.

The responsible client relationship manager will confirm receipt of the complaint and immediately starts processing it. In the event that the handling of the complaint does not appear to be possible within a reasonable time frame or it becomes clear that there will be a delay during processing the client / investor will receive regular updates in relation to the status of the complaint.

Proper and timely processing of complaints will be continuously monitored and coordinated by the Governance & Business Advisory Department.

Finally, the client / investor will be notified of the result and informed about the actions derived from the internal clarification.

## Submit a complaint

Should a client/investor – this applies to prospective clients/investors as well – be dissatisfied with a Quoniam service, he/she is welcome to contact the designated client relationship manager directly or alternatively contacts the Governance & Business Advisory Department. Their details have been provided below:

Quoniam Asset Management GmbH  
Governance & Business Advisory  
Westhafen Tower  
Westhafenplatz 1  
D-60327 Frankfurt am Main  
Germany  
E-Mail: [governance@quoniam.com](mailto:governance@quoniam.com)

The Governance & Business Advisory Department will provide you with feedback on the complaint as soon as possible and provide further information of the status and the possible processing time of the request. Should the client/investor be dissatisfied with the solution offered by Quoniam, he will still have the opportunity to contact the management of Quoniam directly. This does not impact the right of the client/investor to take civil action if the complaint has not been handled to his satisfaction.