



EXTERNAL COMPLAINTS DISCLOSURE

Fiera Capital (Germany) GmbH

BaFin ID: 10159534

PROCEDURES

We operate written procedures for the effective consideration and proper handling of complaints which applies to clients (as permissible by **BaFin ID: 10159534**).

We have designated a Complaints Management Function for the investigation and management of complaints, which is the Compliance Officer, which can be contacted at:

Name: Andreas Franz
E-mail: afranz@fieracapital.com
By Phone: 49 (0) 6992020750

We will aim to handle all complaints in an independent manner, where possible, by managing any potential conflicts.

Expressions of dissatisfaction, no matter how trivial, about any member of personnel or any aspect of their activities will be reported to the Compliance Department without delay.

HOW TO COMPLAIN

- Provide a clear description of your concern including what and who the complaint relates to.
- What you would like us to do to put things right.
- Your relevant contact details.
- Any other relevant information.

HOW WE WILL PROCESS YOUR COMPLAINT

- Details of your complaint will be logged, and acknowledgement provided to you or your representative promptly.

- We will review your complaint in accordance with our internal policy and procedures, aiming to resolve this as quickly and fairly as possible.
- During the process, we may contact you to ask for more information, or any evidence you may have that you wish us to consider.
- We will also aim to keep you updated as to the progress of your complaint.
- In any case, we aim to have a full response within 8 weeks of your first contact.
- If we are able to finalise our investigation into your complaint within 5 business days the acknowledgement would be included as part of our final response to you.
- Should any offer of remedial action or redress be accepted we will comply promptly and will cooperate fully in respect of any settlements or awards agreed and made.
- No charges will be incurred by any of our clients in relation to submitting a complaint.
- If you remain dissatisfied with our response or we have been unable to respond within 8 weeks you are reminded that you may be able to take civil action in regard to your complaint and you may be able to refer the complaint to an alternative dispute resolution entity, as defined in Article 4(h) of the Alternative Dispute Resolution Directive.