

Procedure for reviewing applications and complaints (disputes) of fund investors related to the provision of the Manager's services and additional services

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This policy applies to all Funds managed by Capitalia Fund Management AIFP, SIA (the "Manager").

1. General provisions

The purpose of the complaints (Disputes) Review Policy is to determine the procedure for the submission and review of complaints and disputes (hereinafter "Complaints") of the funds managed by the Manager. This policy applies only to investors (limited partners) for the services and additional services provided by the Manager.

The Manager's Complaints (Dispute) Review Policy is available at the Manager's registered office (Stabu Street 20-2, Riga, LV-1010) and on the website www.capitalia.com.

2. Submission of complaints (disputes)

The Investor may submit a complaint by sending it via e-mail to funds@capitalia.com or by post to the Manager's address. The addressee is Capitalia Fund Management AIFP, SIA.

The complaint must state the date of submission, the complaint itself, and the desired solution to the situation. If a complainant is a natural person, the name, personal identification number, and address of the complainant must be provided. If the complainant is a legal entity, its name, registration number, and registered office must be provided. The complaint must be signed. If the complaint is sent electronically, it must be signed with a secure electronic signature.

3. Procedure for reviewing complaints (disputes) applications

Investors may submit a complaint to the Manager free of charge regarding the services and/or additional services provided by the Manager. The Manager handles the complaint free of charge.

The Manager undertakes to provide a response to the complaint within 30 days after receiving it. If the Manager is unable to meet the 30-day deadline due to objective reasons, the Manager has the right to extend the deadline by providing a response by informing the complaint submitter thereof. The total time limit for the reply shall not exceed 90 days from the complaint submission date. The Manager shall reply in the same way as the complaint was received. If the complaint was submitted electronically, the Manager shall provide an answer electronically to the specified e-mail address. If the complaint was received in physical form by post, the Manager shall also respond in physical form.

At first, the Manager shall try to resolve any complaints, disagreements, or objections from investors through negotiations. If the submitter of a complainant is not satisfied with the answer provided by the Manager, the investor has the right to turn to the Consumer Rights Protection Center.