

## Information on the complaints procedure

Dear Investor, Dear Prospective Investor of our products,

The satisfaction of our clients and potential clients is our top priority. In this respect, dealing with complaints is of particular importance. Aquila Capital Investmentgesellschaft mbH has therefore, set up a complaints office that you can contact if you have a complaint or wish to express criticism. With the complaints management we fulfil legal requirements. However, your valuable comments also help us to continuously improve our processes and procedures.

A complaint is any expression of dissatisfaction made by a natural or legal person (complainant) to a regulated entity in connection with its business activities.

You can submit a complaint in person, by telephone, by letter, by fax or by e-mail to Aquila Capital Investmentgesellschaft mbH or Caveras Treuhand GmbH (in the cases in which Caveras Treuhand GmbH acts as trustee). Filing a complaint is possible in German or in English and can be directed to the following contacts:

Aquila Capital Investmentgesellschaft mbH Valentinskamp 70 20355 Hamburg	Caveras Treuhand GmbH Valentinskamp 70 20355 Hamburg
Email: <a href="mailto:Beschwerdemanagement@aquilacapital.com">Beschwerdemanagement@aquilacapital.com</a> Web: <a href="http://www.aquila-capital.de">www.aquila-capital.de</a>	Email: <a href="mailto:info@caveras-treuhand.de">info@caveras-treuhand.de</a> Web: <a href="http://www.caveras-treuhand.de">www.caveras-treuhand.de</a>
Tel.: 040 87 50 50 100	Tel.: +49 40 80 60 66 5 - 0

Filing a complaint is free of charge. When filing your complaint, please provide your contact details and a description of the facts.

In case we are unable to resolve your concern immediately, your complaint will be dealt with using the following procedure. The principles outlined are excerpts from the internal Complaints Management Policy and provide guidelines on how to deal with complaints.

The receipt of each complaint is documented and you will receive an acknowledgement of the receipt of your complaint immediately. Where applicable, your complaint will be forwarded to the internally created complaint management function immediately after receipt. Your complaint will then be processed promptly, usually within one month at the latest, on the basis of our internal principles for complaint management. We may request further information from you, if necessary. Should the processing take a longer time, which may be the case, for example, in a complex situation; you will be informed of the current status of the processing, the reasons for the delay and the expected time of completion of the processing in an interim report. The complaints office systematically documents all complaints and the measures taken to remedy them. After completion of the processing, you will receive a statement.

Any final decision that does not fully meet your requirements will be explained to you in detail.

Alternatively, if we have not found a solution that is satisfactory to you, you can take your concerns to the Alternative Dispute Resolution bodies listed below.

**Ombudsman's Office at BVI Bundesverband Investment und Asset Management e.V.**

In the event of disputes in connection with provisions of the German Investment Code, consumers may call upon the "Ombudsman's Office for Investment Funds" of the BVI Bundesverband Investment und Asset Management e.V. (Federal Association of Investment and Asset Management). Aquila Capital Investmentgesellschaft mbH, Hamburg, participates in dispute resolution proceedings before this arbitration board.

The contact details of the "Ombudsman's Office for Investment Funds" are:

Office of the Ombudsman BVI Bundesverband Investment und Asset Management

e.V. Unter den Linden 42

10117 Berlin

Phone: (030) 6449046-0

Fax: (030) 6449046-29

E-mail: [info@ombudsstelle-investmentfonds.de](mailto:info@ombudsstelle-investmentfonds.de)

Status: May 2025