

KJK Management S.A.

COMPLAINTS HANDLING PROCEDURE

KJK Management S.A. has been incorporated on 27 October 2010 as a public limited company (société anonyme) organised under the laws of Luxembourg as a licensed management company under chapter 16 of the 2010 Law and registered with the Luxembourg Trade and Companies Register under number B 156627. KJK Management S.A. has been licensed by the Commission de Surveillance du Secteur Financier (the “CSSF”) to act as alternative investment fund manager with effect as of 9 June 2015 and has been registered of the official list of alternative investment fund managers.

The purpose of this document is to provide clear, precise and up-to-date information on KJK’s procedures for managing customer complaints in compliance with the rules set out by the Luxembourg regulatory framework. In particular, the CSSF Regulation N° 16-07 of 26th of October 2016 relating to out-of-court complaint resolution and the CSSF Circular 17/671 of 13th of October 2017 relating to specifications regarding CSSF Regulation N° 16-07 of 26th of October 2016 relating to out-of-court complaint resolution.

These procedures shall equally apply to any customer of KJK or any other person or entity receiving services from KJK.

A. HOW TO FILE A COMPLAINT WITH KJK

The Complainant shall address a complaint in writing, by post or by fax or by email indicating their Identity and contact details (for legal entities, the name of the legal entity and its legal representatives). The Complainant shall explain in detail the reason of the complaint and where necessary, copies of any documentation supporting the complaint.

Complainants should file their complaints in English or French.

Any complaint shall be sent to:

KJK Management S.A.
Complaints Handling Officer
94, rue du Grünewald
L-1912 Luxembourg

By email at the following email address:

e-mail: fundadmin@kjkcapital.com

Please use the e-mail subject: ”Complaint filing”

KJK will send to you an acknowledgement letter within 10 business days, indicating the name and contact details of the person in charge of resolving your complaint issue, and the approximate duration of the investigation. If further documents or other information is needed regarding the complaint, KJK will contact you by phone or e-mail.

A response letter will be sent to you to inform you of the outcome of the investigation and the action taken to resolve the complaint, within a maximum of one month from the receipt of the complaint. In cases where this is not possible, KJK will inform you of the reasons for the delay and give a likely date by which a response can be expected.

B. CSSF OUT-OF-COURT RESOLUTION OF COMPLAINTS

Where the complaint handling at the level of KJK does not result in a satisfactory answer for the Complainant, KJK informs its customers of the existence of the out-of-court dispute settlement procedure with the CSSF.

Complainants can refer their complaint to the CSSF in French, German, Luxembourgish or English:

By post at the following address :

CSSF

283, route d'Arlon

L-2991 Luxembourg

Grand Duchy of Luxembourg

By fax at the following number:

+352 26 251 601

By email at the following email address:

reclamation@cssf.lu

By filing the form available at the CSSF website:

http://www.cssf.lu/fileadmin/files/Formulaires/Reclamation_240615_EN.pdf

Such a request must be filed with the CSSF within one year after the filing of the initial Complaint with the Company.