



Complaint Management

I. OBJECTIVES

Complaint management relies on the principle that any complaint and request filed by customers and investors must be taken seriously and documented. We would like to make sure in this way that your complaint or proposal will be reasonably accepted (in essence and in a timely manner) and processed.

Each complaint and proposal is subject to our assessment in terms of reason and grounds. This is so because one of our objectives is to develop the service and to achieve customer satisfaction.

II. REGISTRATION AND PROCESSING

All complaints and proposals shall be registered and processed by us. You will receive a notice from us of the receipt. Within 5 working days, you will receive a reply with reference to the remedial of the reason for the complaint. Furthermore, after the receipt of this letter of reply we can at a later stage proceed to your received complaint if you have any further questions.

We may ask you to use the enclosed complaint form for submission of the complaint or proposal. Of course, you have the right to communicate to us at your proposal by email, fax or by phone.

III. CONTACT DETAILS

You can receive further information free of charge upon request in PRIME Fund Solutions AG.

PRIME Fund Solutions AG
Landstrasse 11
P.O. Box 673
9495 Triesen
Liechtenstein

Tel.: 00423 222 02 40
Fax: 00423 222 02 41

www.prime-fund.com
info@prime-fund.com