



Complaints Policy of IFM Independent Fund Management AG

General remarks

IFM Independent Fund Management AG (hereinafter referred to as "IFM") always works toward assisting its investors as best as possible in all aspects of the fund business with regard to their concerns, wishes and needs (hereinafter referred to as "feedback").

Should investors nonetheless have a reason for a complaint, IFM will directly investigate this complaint.

The principles defined herein represent guidelines according to which IFM handles investor complaints.

We consider the information of the complaint or the information of the feedback (concerns, wishes and needs) to be an opportunity to strengthen customer retention, increase the service quality and improve internal processes.

Handling of complaints

Investor complaints about IFM or its employees, complaints relating to the funds that are managed by IFM, and the concerns, wishes and needs of the investors can be addressed free of charge in writing or verbally to the "Complaints & Feedback Management" Department.

The "Complaints & Feedback Management" Department deals immediately and carefully with the complaints received from investors and takes the required measures if necessary. It informs the investor in any case about the processing of his/her complaint

and the initiated countermeasures.

The investor will receive a response to his/her complaint within five bank working days after receipt of his/her complaint.

If, due to the complexity of the facts, it becomes foreseeable that the processing will take longer than five bank working days, the investor will receive an interim notice of the processing status and continuous updates of the respectively current processing status at a regular interval, at least weekly, until the complaint is resolved.

It can be the case that the investor will be contacted by IFM for follow-up questions. The investor will specify the method of communication he/she prefers (post, fax, phone, email, other) and his/her contact details.

Contacts for complaints

The point of contact for complaints from investors is the "Complaints & Feedback Management" Department of IFM Independent Fund Management AG, which can be reached as follows:

by post	IFM Independent Fund Management AG Complaints & Feedback Management Department Landstrasse 30 P.O. Box 355 FL-9494 Schaan Liechtenstein
by fax	+423 235 04 51
by phone	+423 235 04 50
by email	feedback@ifm.li
via internet	www.ifm.li under contact



Furthermore, the investor has the possibility to additionally reach the arbitration office specified below for his/her concerns. It is recommended, however, to initially wait for the statements from IFM:

by post	Arbitration Office of Liechtenstein Dr Peter Wolff, Attorney at Law P.O. Box 343 Mitteldorf 1 9490 Vaduz Liechtenstein
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by fax	+423 238 10 30
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by phone	+423 238 10 31
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by email	info@schlichtungsstelle.li
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IFM is strongly committed to the relevance of customer satisfaction. Please inform us of your concerns, wishes and needs so that we are aware of them and can find a satisfactory solution together.