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## ONE Funds AG

### Complaint Management

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ONE Funds AG ("ONEF"), as a management company or as an alternative investment fund manager (AIFM), always strives to provide the best possible service to the investors of the undertakings for collective investment (funds) managed by it with regard to their concerns, their wishes and needs in all matters of the fund business, in particular also in cases where specific concerns, complaints or criticism are involved. We take these very seriously and see them as an opportunity to improve our service quality.

Concerns, complaints or criticism about ONEF or its employees, or complaints in connection with funds managed by ONEF, as well as the concerns, wishes and needs of investors, can be addressed free of charge in writing or verbally to ONEF's Complaints Officer.

#### Information you need to provide

In order to process your concern correctly and in a timely manner, please provide us with the following information:

- Concern / reason for complaint / facts of the case
- Your contact information (name, address, phone, e-mail).

If the complaint concerns one or more of the funds we manage, please also provide us with the name of the fund (ISIN).

#### Dealing with complaints

As part of our complaints management system, your concerns will be examined carefully and promptly. Please bear in mind that individual matters may require additional clarification due to their complexity.

Upon receipt of your concern or complaint, ONEF's Complaints Officer will take the necessary action and inform you promptly of the action taken. Until the matter is resolved, you will be kept informed of the status of the process on an ongoing basis.

Upon receipt of your request or complaint, you will receive written feedback within 20 working days at the latest.

#### Protection of your personal data

ONEF commits itself to comply with the regulations of data protection and data security. The personal data you provide to ONEF will be treated strictly confidential and will only be passed on to third parties with your consent.

### Contact person for complaints

The contact person for investor complaints is the Complaints Officer of ONEF, who can be reached as follows:

**ONE Funds AG**  
**Complaints Officer**  
Schaaner Strasse 27  
FL-9487 Gamprin-Bendern  
Liechtenstein  
T +423 388 1000  
F +423 388 1001  
info@onefunds.li

In addition, investors also have the option of referring their concerns to the neutral Liechtenstein conciliation office free of charge. This can be contacted as follows:

**Liechtenstein Schlichtungsstelle**  
**Dr. Peter Wolff**  
Mitteldorf 1  
P.O. Box 343  
FL-9490 Vaduz  
Liechtenstein  
T +423 238 1030  
F +423 238 1031  
info@schlichtungsstelle.li

Further information can be found on the website [www.schlichtungsstelle.li](http://www.schlichtungsstelle.li).

ONEF recommends waiting for ONEF's feedback before contacting the Liechtenstein conciliation office.