
Summary of investor rights and complaint management

Appeal proceedings

ODDO BHF Asset Management GmbH provides its services to you as a customer with the utmost care. Our goal is that you turn to us with confidence in all asset management topics and that you are satisfied with our products and the support we provide. If this is not the case, do not hesitate to contact your account manager.

Of course, you can also contact us

- by e-mail to kundenservice@oddo-bhf.com
- by post to ODDO BHF Asset Management GmbH, Herzogstraße 15, 40217 Düsseldorf or Gallusanlage 8, 60329 Frankfurt am Main
- or by phone at +49 (0) 211 239 24 01 or +49 (0) 69 920 50 0

Each complaint is forwarded to the respective account manager, who is responsible for the prompt and efficient handling. The compliance department is also informed to ensure central recording, objective processing and the identification and avoidance of any conflicts of interest. We will acknowledge receipt of a complaint to you within ten business days. If it turns out that the facts cannot be conclusively clarified within this period, we will inform you within one month about the current interim status as well as the further processing process.

The processing is of course free of charge for you.

Dispute settlement

Should you nevertheless not be satisfied with the solution proposed by us, you as a consumer (definition pls. see below) can take legal action before the ordinary courts to enforce your rights or, if such a solution is available, also initiate a procedure for alternative dispute resolution.

Consumers are natural persons who invest in the fund for a purpose that can predominantly be attributed neither to their commercial nor their independent professional activity, i.e. who act for private purposes.

ODDO BHF Asset Management GmbH has undertaken to participate in dispute resolution proceedings before a consumer arbitration board. In the event of disputes in connection with the provisions of the German Investment Code (KAGB), consumers can call the "Ombuds Office for Investment Funds" of the BVI Bundesverband Investment und Asset Management e.V. as the responsible consumer arbitration board.

The contact details of the "Ombuds Office for Investment Funds" are:

Office of the Ombudsman Office of the BVI Bundesverband Investment und Asset Management e.V.

Unter den Linden 42
10117 Berlin

Phone: +49(0)30 6449046-0

Fax: +49(0)30 6449046-29

E-Mail: info@ombudsstelle-investmentfonds.de

Internet: www.ombudsstelle-investmentfonds.de

The right to appeal to the courts remains unaffected by this.



In the event of **disputes arising from the application of the provisions of the Civil Code concerning distance contracts for financial services**, the parties may also contact the Conciliation Board of the Deutsche Bundesbank.

The contact details are:
Deutsche Bundesbank Schlichtungsstelle
Postfach 111232
60047 Frankfurt am Main
E-Mail: schlichtung@bundesbank.de
Internet: www.bundesbank.de

In the event of **disputes relating to sales contracts or service contracts concluded by electronic means**, consumers can also contact the EU's online dispute resolution platform (www.ec.europa.eu/consumers/odr). The following e-mail can be entered as the contact address of ODDO BHF Asset Management GmbH: kundenservice@oddo-bhf.com. The platform itself is not a dispute resolution body, but merely provides the parties with contact with a competent national arbitration board. The right to appeal to the courts remains unaffected by a dispute resolution procedure.

Right of revocation for purchases outside the permanent business premises

If the purchase of shares in open investment funds is concluded on the basis of oral negotiations outside the permanent business premises of the person who sold the shares or brokered the sale, the buyer has the right to revoke his declaration of purchase in text form and without giving reasons within a period of two weeks. The buyer will be informed about the right of revocation in the copy or the purchase statement. The right of revocation also exists if the person who sells the shares or brokers the sale has no permanent business premises. A right of withdrawal does not exist if the seller proves that either the buyer is not a natural person who concludes the legal transaction for a purpose that cannot be attributed to their professional activity (consumer), or that negotiation has taken place on the initiative of the buyer, i.e. he has informed the buyer of the negotiations on the basis of previous order of the buyer *aufgesucht hat*. In the case of contracts that have been concluded exclusively by means of distance communication (e.B

letters, telephone calls, e-mails) (distance contracts), there is no right of revocation.

Abolition of cross-border distribution

Funds of ODDO BHF Asset Management GmbH may have been displayed for distribution in various EU member states. Investors are advised that ODDO BHF Asset Management GmbH may decide to repeal the arrangements it has made for the distribution of the units of its investment funds in accordance with Article 93a of Directive 2009/65/EC and Article 32a of Directive 2011/61/EU.

Collective enforcement

Under certain conditions, consumers also have the option of participating in collective redress proceedings such as the model declaratory action pursuant to § 606 of the Code of Civil Procedure (ZPO) or in a model investor proceeding under the Capital Investor Model Procedure Act (KapMuG).