



OBAM N.V.

COMPLAINT PROCEDURE

We regret if you have had cause to complain to OBAM N.V. or OBAM Investment Management B.V. We recognise complaints as an invaluable source of feedback which helps us to understand what our investors' need and expect from the services we provide.

We aim to provide our investors with a high level of service. As part of this service, it is our policy to handle investor's complaints in an efficient and impartial manner. We undertake to consider your complaint on its merits, and we commit to handle your complaint carefully, consistent and without undue delay.

WHO CAN FILE A COMPLAINT?

A person is an eligible complainant if he/she is or has been an investor of OBAM N.V. and the complaint arises because of a matter relating to this relationship.

HOW CAN I FILE A COMPLAINT?

Complaints should be submitted via e-mail (info@obam.nl), telephone (+31 (0)20 299 82 75) or in writing (OBAM Investment Management B.V., World Trade Center Schiphol Airport Schiphol Boulevard 313, 1118 BJ Schiphol). Submission of a complaint is free of charge. In order to handle the complains in the best possible way we request you to provide the following information:

- your name and contact details (telephone, e-mail and address);
- description of the complaint; and
- any relevant documents and other information that may support the complaint and its resolution.

HOW WILL MY COMPLAINT HANDLED?

We take all investor concerns seriously and will deal with them as quickly as possible. We will generally provide you with an acknowledgement letter (or e-mail) within 1 Dutch business day of our receipt of the complaint. The acknowledgement letter outlines, among others, information about the compliant handling procedure and expected timelines for the complaint to be handled.

We will attempt to investigate and resolve the complaint within 10 – 40 Dutch business days. When the 40 Dutch Business days have elapsed and the complaint is not resolved, we will inform you of the anticipated timeframe within which we aim to resolve your complaint.

We will advise you, in writing, within 5 Dutch business days of the completion of the investigation into your complaint, of the outcome of the investigation and, where applicable, explain the terms of any offer or settlement being made.

If you are not satisfied with our final response you have the right to address your complaint for settlement to an alternative dispute resolution body KiFID. We will inform you about this procedure within our final response letter.