

Information on the complaints procedure

Dear Investor, Dear Prospective Investor of our products,

The satisfaction of our clients and potential clients is our top priority. In this respect, dealing with complaints is of particular importance. Aquila Capital Investmentgesellschaft mbH has therefore, set up a complaints office that you can contact if you have a complaint or wish to express criticism. With the complaints management we fulfil legal requirements. However, your valuable comments also help us to continuously improve our processes and procedures.

A complaint is any expression of dissatisfaction made by a natural or legal person (complainant) to a regulated entity in connection with its business activities.

You can submit a complaint in person, by telephone, by letter, by fax or by e-mail. Filing a complaint is possible in German or in English and can be directed to the following contacts:

Aquila Capital Investmentgesellschaft mbH Valentinskamp 70 20355 Hamburg	Caveras Treuhand GmbH Valentinskamp 70 20355 Hamburg
Email: Beschwerdemanagement@aquilacapital.com Web: www.aquila-capital.de	Email: info@caveras-treuhand.de Web: www.caveras-treuhand.de
Tel.: 040 87 50 50 207	Tel.: +49 40 80 60 66 5 - 0

Filing a complaint is free of charge. When filing your complaint, please provide your contact details and a description of the facts.

In case we are unable to resolve your concern immediately, your complaint will be dealt with using the following procedure. The principles outlined are excerpts from the internal Complaints Management Policy and provide guidelines on how to deal with complaints.

The receipt of each complaint is documented and you will receive an acknowledgement of the receipt of your complaint immediately, at the latest within 10 working days. Where applicable, your complaint will be forwarded to the internally created complaint management function immediately after receipt. Your complaint will then be processed promptly, usually within one month at the latest, on the basis of our internal principles for complaint management. We may request further information from you, if necessary. Should the processing take a longer time, which may be the case, for example, in a complex situation; you will be informed of the current status of the processing, the reasons for the delay and the expected time of completion of the processing in an interim report. The complaints office systematically documents all complaints and the measures taken to remedy them. After completion of the processing, you will receive a statement.

Any final decision that does not fully meet your requirements will be explained to you in detail.

Alternatively, if we have not found a solution that is satisfactory to you, you can take your concerns to the Alternative Dispute Resolution bodies listed below.

Ombudsman's Office at BVI Bundesverband Investment und Asset Management e.V.

In the event of disputes in connection with provisions of the German Investment Code, consumers may call upon the "Ombudsman's Office for Investment Funds" of the BVI Bundesverband Investment und Asset Management e.V. (Federal Association of Investment and Asset Management). Aquila Capital Investmentgesellschaft mbH, Hamburg, participates in dispute resolution proceedings before this arbitration board.

The contact details of the "Ombudsman's Office for Investment Funds" are:

Office of the Ombudsman BVI Bundesverband Investment und Asset Management

e.V. Unter den Linden 42

10117 Berlin

Phone: (030) 6449046-0

Fax: (030) 6449046-29

E-mail: info@ombudsstelle-investmentfonds.de

Ombudsman's Office at BSI Bundesverband Sachwerte und Investmentvermögen e.V.

In the event of difficulties with an investment in closed-end investment funds or closed-end funds, investors can contact the consumer arbitration board of the Ombudsstelle Geschlossene Fonds e.V. association.

The ombudspersons who mediate disputes between the parties involved are independent in their capacity as mediators and are bound neither by instructions of the Board nor by instructions of a member or the office of the Verein Ombudsstelle Geschlossene Fonds e.V..

The contact details of the "Ombudsstelle Geschlossene Fonds"

are: Ombudsstelle Geschlossene Fonds e.V.

PO Box 64 02 22 10048 Berlin

Phone: (030) 25761690

Fax: (030) 25761691

E-mail: info@ombudsstelle.com

Interim notice: European Online Dispute Resolution Platform

The European Commission has set up a European Online Dispute Resolution (ODR) platform at <http://ec.europa.eu/consumers/odr>. The ODR platform can be used by a consumer for the out-of-court settlement of a dispute arising from online contracts with a company established in the EU.

The platform is not itself a dispute resolution body, but merely puts the parties in contact with a competent national dispute resolution body.

In addition, you have the option of filing a civil lawsuit.

Further information is available free of charge upon request from Aquila Capital Investmentgesellschaft mbH.

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