

## **Complaints Policy**

Miltenberg Capital Ltd (“the Company”) has established procedures and processes to deal swiftly and transparently with complaints from Clients and other stakeholders.

In a first step, kindly seek a dialogue with your main contact person at the Company for any complaint to resolve the issue in good faith.

If your contact person at the Company does not resolve the issue to your satisfaction, you can lodge a written complaint with the Company in a second step using following Email address:

[complaints@miltenbergcap.com](mailto:complaints@miltenbergcap.com)

You are kindly requested to explain the issue at hand in detail, including references to the products and services or the representatives of the Company that are subject to the complaint.

The Company will generally revert within five business days upon receipt of your Email. In more complex cases, the Company preserves the right to provide a definite reply within 25 business days.

Once you have lodged a complaint via Email but the answer provided by the Company still does not meet your expectations, you are encouraged to send a written complaint via registered letter to the address of the registered office stated below:

Miltenberg Capital Ltd  
4<sup>th</sup> Floor, Ebene Skies  
Rue de l’Institut  
Ebene 80817  
Mauritius

Attention: Mr. Philippe Koch, Managing Partner

If all the three steps highlighted above have been exhausted without a resolution of the issue, you can lodge your complaint with the Financial Services Commission (“FSC”). Contact details for complaints with the FSC as well as the FSC Complaints Form can be found in below link:

<https://www.fscmauritius.org/en/consumer-protection/complaints-handling>