

# Information on Complaint Handling

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**AS LHV Varahaldus** (hereinafter LHV Asset Management) aims to ensure the satisfaction of its customers with the fund management service offered by LHV Asset Management. Thus, LHV Asset Management encourages its customers to give feedback on the services provided.

LHV Asset Management has appointed an employee responsible for handling customer complaints who ensures that a complaint is handled by a person who is well informed about the circumstances stated in the complaint and understands the background of the issue. That guarantees the handling of complaints filed by investors of LHV funds in timely, correct manner and pursuant to the procedural rules of the Management Company.

LHV Asset Management attempts to handle the received complaints as quickly as possible. A complaint is usually answered without delay. Should the circumstances of the complaint need to be further specified or if finding a suitable solution takes more time than usual, the employee in charge of complaint handling contacts the complainant and provides the latter a realistic time frame within which the complaint will be handled.

When there are no extraordinary circumstances, all complaints submitted by consumers should be handled within 15 days and all complaints submitted by other persons within 30 days as of the receipt of the complaint by LHV.

As a UCITS investor, you are entitled to file a complaint in any of the official languages of countries where the fund units are publicly offered. LHV Asset Management kindly advises when possible to submit the complaint in English which would enable LHV Asset Management to assess the circumstances and provide you an answer in less time. It is also possible to submit a complaint in the language suitable for you and add that you agree to receive an answer in English.

Mediums for the filing of complaints:

E-mail: **info@lhv.ee**  
Address: **Tartu mnt 2, 10145 Tallinn, Eesti**  
Via phone: **(+372) 6 800 400**

When submitting a complaint, we kindly recommend to use the below form which generally ensures that all the relevant information has been added to the complaint.

Should you be unhappy with the solution provided by LHV Asset Management, you have the right to - pursuant to and in the manner prescribed by the current legislation of your home country (provided that fund units are publicly offered there) - turn to the financial supervision authority, consumer protection board or other institution which deals with solving complaints. You can request additional information from LHV Asset Management.

# Complaint on a service provided by AS LHV Varahaldus

## 1. INFORMATION ON THE COMPLAINANT

FIRST AND SURNAME	PHONE
ADDRESS	E-MAIL

## 2. SHORT OVERVIEW OF THE CIRCUMSTANCES OF THE COMPLAINT

- We kindly ask you to describe the circumstances of the complaint as precisely as possible. The following information is usually needed: relevant dates, when possible, any relevant names, the name of the fund on which the complaint is submitted. The complainant's suggestion regarding a fair solution should also be added.

## Other relevant information

- I WOULD LIKE TO RECEIVE AN ANSWER IN THE LANGUAGE USED IN THE COMPLAINT (OTHER THAN ENGLISH)
- THE ANSWER CAN BE IN ENGLISH