REDSIDE
FUND MANAGEMENT

Complaint procedure

Effective from January 24, 2018

This complaint procedure describes how to submit a complaint in case the investor feels that company REDSIDE investiční společnost, a.s. (hereinafter referred to as "**Redside**") failed to comply with its obligations. This complaint procedure therefore sets out the procedure for accepting and handling investors´ complaints.

This complaint procedure was issued in accordance with Section 21 letter b) of Regulation No. 244/2013 Coll., on detailed regulation of certain rules of the Act on Investment Companies and Investment Funds, as amended.

In case that a different complaint procedure is agreed with the investor (for example, within the contractual relationship), the agreed procedure takes precedence over the procedure described in this complaint procedure.

All complaints must be made in writing and delivered to Redside´s registered address, or via electronic means to the email address: info@redsidefunds.com.

Complaint requirements

The complaint must contain at least the following information:

- first and last name, or business name of the investor,
- residence, place of business or registered office of the investor,
- date of birth / personal identification number or identification number of the investor,
- a reason for the complaint, including a detailed description of what the investor sees as a breach of Redside's obligations or misconduct in the provision of its services to the investor,
- a description of the investor's request (i.e. what the investor claims with the complaint),
- contact details (phone, e-mail or address),
- necessary attachments that demonstrate the rationale and legitimacy of the complaint,
- date and handwritten signature of the investor.

If the complaint does not contain the abovementioned requirements, or if the complaint shows other defects, or if it does not contain attachments on the basis of which it would be possible to investigate the validity of the complaint, Redside will invite the investor to complete or clarify the complaint. If the investor does not complete the required information or documents within the period set by Redside, which must not be shorter than seven (7) days, Redside will reject such complaint and inform the investor in writing of this decision.

Time limit for making a complaint

The investor is obliged to lodge a complaint without undue delay after discovering a breach of duty or misconduct on the part of Redside, unless a different deadline for lodging a complaint has been agreed in the contract, but no later than one (1) month from the day the reason for lodging the complaint arose.

Redside will confirm receipt of the complaint to the investor in writing.

Deadline and processing of the complaint

Compliance Officer is the person responsible for maintaining the list of received complaints and for the proper handling of the complaint. Compliance Officer always processes the opinion on the complaint.

All complaints will be processed within a period not exceeding thirty (30) calendar days from the receipt of the complaint.

The opinion on the complaint must include:

- a statement as to whether the Redside's procedure resulted in a violation of Act No. 240/2013 Coll., on Investment Companies and Investment Funds, as amended, or other legal regulations, the contract or Redside's internal regulations, and what this violation consists of;
- a statement as to whether the violation resulted in damage and to whom the damage was caused;
- a statement to what extent the claim of the investor who filed the complaint is agreed accepted or rejected,
- a justification of the scope of accepting or rejecting the investor's claim.

The Compliance Officer will send this opinion to the investor without undue delay after drawing up the opinion to the address stated in the complaint.

If the investor is not satisfied with the handling of the complaint, he can also contact the Czech National Bank. The Czech National Bank is headquartered at Na Příkopě 28, 115 03 Prague 1. You can find more information at www.cnb.cz.

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