

Complaint Procedure Evenpar General Partner B.V.

Fund Management

If a complaint from a client in writing to Evenpar General Partner B.V. (hereinafter: "Evenpar") is received, this will be reported to the Evenpar Board and the Evenpar Advisory Committee (hereinafter: "EPAC").

Evenpar defines a complaint as: any expression of dissatisfaction of a (potential) client about the quality of the services of Evenpar and Environmental Social and Governance ("ESG") related matters.

The client will receive written confirmation within 10 working days that the complaint has been received and that it is being processed. In this letter, if relevant, additional information is requested from the client to further substantiate the response to the submitted complaint.

The complaint must contain:

- a) Name and address of the (potential) client
- b) A date
- c) An explanation of the complaint
- d) A policy number / relationship number
- e) Any documents that substantiate the complaint

Within four weeks of the date of this first response, the investigation into the complaint will be completed and a letter will be sent to the client in which the answer to all the points cited by the client will be as complete as possible. This letter will be prepared by the Board of Directors and / or the EPAC.

If a client does not fully accept or question the substantiation of Evenpar, this will be submitted to an independent third party (for example a Certified Auditor or Certified Valuator) or the case may be submitted to the Financial Services Complaints Institute (Kifid). Evenpar has agreed to the terms and conditions of Kifid.

Correspondence is saved separately with the heading / title Complaints Administration which is managed by the Evenpar Board. All correspondence relating to a complaint will be included in the (electronic) file. Evenpar records the date of receipt of the complaint, the nature of the complaint as well as all other correspondence arising from the procedure described above.

Evenpar Fund

In case of complaints about the Evenpar Fund these can be submitted by means of a letter to the Evenpar Board and the EPAC with a clear description of the complaint. The Fund is not affiliated with the Financial Services Complaints Institute (Kifid) for complaints regarding the offering of the Participations. If a Participant is of the opinion that the Fund does not handle his complaint correctly, the Participant can turn to the competent court in Utrecht.

Complaint about Evenpar can be send to

Evenpar General Partner b.v.
Info@evenpar.nl
1e Dorpsstraat 20,
3701 HB Zeist
The Netherlands

Letters for the Financial Services Complaints Institute can be sent to:

Klachteninstituut Financiële Dienstverlening (KiFiD)
PO Box 93257
2509 AG The Hague
The Netherlands
www.kifid.nl

This complaint procedure is available on www.evenpar.nl