

About Partners Group (EU) GmbH

Partners Group (EU) GmbH, which is authorised and regulated by the Bundesanstalt für Finanzdienstleistungsaufsicht ('BaFin'), is a German subsidiary of Partners Group Holding AG, an investment and advisory firm listed on the SIX Swiss Exchange (symbol: PGHN).

Complaints Handling

Partners Group (EU) GmbH places considerable importance on providing clients with the highest level of service. However, we understand that there may be occasions where clients' expectations may not be met. Partners Group (EU) GmbH understands the importance of complaints and views complaints as an opportunity to learn and to improve its controls, as well as a chance to put things right for the clients.

How to make a complaint

We want clients to be able to complain in any way they choose. Therefore, if you are dissatisfied with our services please let us know by contacting [complaints\(at\)partnersgroup.com](mailto:complaints(at)partnersgroup.com) or contact your usual Partners Group contact via telephone or in writing. Complaints can be submitted free of charge.

Once a complaint is made

Where a complaint is made, Partners Group (EU) GmbH will seek a resolution as quickly as possible. If we receive a complaint outside normal working hours, it will be treated as if it has arrived the next business day. When dealing with your complaint, we will ensure the following:

Complaints that require further investigation

We aim to resolve complaints as quickly as possible. If a decision is not reached in time of the acknowledgement letter, or it is necessary to carry out additional investigation, we will explain why and let you know when we contact you again. We aim to send our final response letter at the latest, within eight weeks. However, in the unlikely event that we have not finished investigating your complaints after eight weeks or within any other applicable deadlines after we received it, we will send you a further letter to:

- explain why we have been unable to reach a decision
- let you know when you can expect our final decision
- if eligible, provide contact details for an Alternative Dispute Resolution entity and explain their service

Our response

Once we have fully investigated the matter, we will write to you confirming our decision, how it was reached and offer any redress where this is appropriate.

Alternative Dispute Resolution

We would like to inform you that alternative dispute resolution procedures may be available at the Schlichtungsstelle bei der Bundesanstalt für Finanzdienstleistungsaufsicht.

Address: Referat ZR 3, Graurheindorfer Straße 108, 53117 Bonn, Germany

Website: <http://www.bafin.de>

Email: [schlichtungsstelle\(at\)bafin.de](mailto:schlichtungsstelle(at)bafin.de)

Telephone: +49 30 228 4108-0

Fax: +49 228 4108-62299