

## Information on Complaints Management for clients of LGT Capital Partners (FL) Ltd., Vaduz

Dear client

The satisfaction and trust of our clients are very important to us. We also strive to ensure that our products and services are optimally suited to your needs and that our service quality constantly improves.

For that reason, LGT Capital Partners (FL) Ltd., in its role as a fund management company and alternative investment fund manager (AIFM), has introduced effective and transparent procedures aimed at ensuring appropriate and prompt handling of client complaints for the funds and the individual portfolio mandates it manages and/or advises and distributes.

Both we and our third-party agents take complaints relating to the funds we manage and the offered services very seriously. Client complaints may be communicated in writing (e.g. by letter, e-mail or fax or by using the complaint form on the homepage) or verbally (e.g. in person or by telephone) free of charge to LGT Capital Partners (FL) Ltd.

### **LGT Capital Partners (FL) Ltd.**

Herrengasse 12

9490 Vaduz

Liechtenstein

Phone: +423 235 25 25

E-Mail: [lgt.cp@lgt.com](mailto:lgt.cp@lgt.com)

To handle your complaint we need the following information from you:

- contact details (first name, last name, address, telephone no., e-mail address)
- name of fund/sub-fund/share class and ISIN number or securities number (if your complaint refers to a fund)
- reason for complaint and what it relates to
- client's proof at the time the reason for the complaint occurred (if your complaint refers to a fund)

LGT Capital Partners (FL) Ltd. will ensure that once we receive your complaint it is handled swiftly and competently and that you receive a written reply after we have investigated the complaint.

You may send us your complaint in English, German, Italian or Spanish.

In addition, the extrajudicial Conciliation Board for the financial sector provides its services as a neutral mediator free of charge and may be found at [www.schlichtungsstelle.li](http://www.schlichtungsstelle.li).

Your LGT Capital Partners (FL) Ltd.

Appendix:

- Complaint form for easy submission

# Complaint Form

For clients and/or prospects of LGT Capital Partners Ltd.

## 1. Contact details

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Surname / First name:

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Company name:

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Street / Number:

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Postcode / Town:

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Country:

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Phone:

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E-Mail:

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## 2. Fund (if applicable)

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Name of the fund / Segment / Shareclass:

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ISIN- or Valor-number:

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## 3. Reason of complaint and facts

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## 4. Contact details

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