

COMPLAINTS HANDLING

The Compliance Officer at Coda Partners AS (the Company) is responsible for the Company's complaints handling function. The right to file a complaint is set out in Article 26 of Regulation (EU) 2017/565. To enable the Company to handle a formal complaint promptly and efficiently, complainants should ensure the following:

Submit a written complaint to the Company's complaints handling function. The complaint may be submitted electronically to ir@codapartners.no or by post to the Company's business address: Coda Partners AS, Attn: Compliance Officer, Ruseløkkveien 34, 0251 Oslo, Norway.

The complaint must clearly state that it is a complaint regarding the company's failure to act, or an error made by the company, which has affected the customer/investor. Coda Partners AS can only respond to enquiries concerning the Coda Partners AS.

The complaint must include:

- Who the complainant is: full name with corresponding personal ID number/organisation number for secure identification of the customer.
- The grounds for the complaint: a description of the incident, specifying the error or omission the customer/investor considers the company to have made. The complaint should include, as far as possible, the name(s), date(s) and time(s) of who the complainant has been in contact with at Coda Partners AS.

The complainant shall receive confirmation that the complaint has been received without undue delay.

The response shall be provided to the customer in writing without undue delay, once the company has assessed the complaint and reached a decision on its outcome. If the matter takes longer to resolve, the complainant shall be informed of the reason and of when the matter is expected to be resolved.

The company will thoroughly investigate all complaints received and determine what measures (if any) are to be taken in response to the complaint. The company's compliance officer will be responsible for the investigation and for determining what measures (if any) are to be taken.

A complaints form can be obtained by contacting the company.

If the customer is not satisfied with the handling of their complaint by Coda Partners AS, the customer may refer the complaint to the Ethics Council of the Norwegian Securities Markets Association (Verdipapirforetaketenes Forbunds Etske Råd), in accordance with its procedural rules – see further



details at: <https://www.vpff.no/om-vpff/klagebehandling>. The customer may also bring the matter before the ordinary courts, cf. Section 1-3 of the Dispute Act.