

Complaints Handling Procedure

At CIP, we are committed to providing a high standard of service to our investors. However, if you are not satisfied with any aspect of our service, we have established a comprehensive complaints handling procedure to address your concerns promptly and fairly.

How to Submit a Complaint

If you wish to submit a complaint, please provide the following information to help us address your issue effectively:

- Your identity and contact details
- A detailed description of your complaint
- Any relevant documentation supporting your complaint

You can submit your complaint through the following channels:

- **Email:** Send your complaint to Complaints@cip.com with the subject line “Complaint”

Acknowledgement and Response

Upon receipt of your complaint, we will acknowledge it in writing within three (3) business days. If we can resolve your complaint within this period, we will provide you with a summary resolution communication. If further investigation is required, we will inform you of the steps we are taking and provide a final response within reasonable time of receiving your complaint. We will keep you updated on the progress and expected timeline.

Other Complaints Options

If you are not satisfied with our final response, you may refer your complaint to the alternative dispute resolution body, Det Finansielle Ankenævn¹.

If your complaint relates to the fund CIP Global Energy Transition (CIP GET), please note that an out-of-court complaint resolution procedure exists with the Commission de Surveillance du Secteur Financier (CSSF)².

Continuous Improvement

We value your feedback as it helps us improve our services. All complaints are reviewed by our Complaints Responsible to identify areas for improvement and ensure that similar issues do not arise in the future.

¹ www.fanke.dk/det-finansielle-ankenaevn/

² <https://www.cssf.lu/en/customer-complaints/>