

Group Policy regarding Handling of Complaints

Summary

MFEX Mutual Funds Exchange AB and its subsidiaries ("MFEX" or "the Company") are subject to requirements according to the Commission's delegated regulation (EU) 2017/565, the Swedish Securities Market Act (2007:528) and applicable national laws and regulations within MFEX Group. A well-functioning process for handling complaints is a prerequisite for MFEX to be able to satisfy the interests of its clients and to maintain the public's confidence in MFEX and for the financial market in general.

A sound and effective process also offers a possibility for MFEX to identify issues and to take preventive actions in time. The process for handling complaints is outlined in the Group Policy for Handling of Complaints which is approved by the Board of Directors of MFEX Holding AB. The Group Policy shall be reviewed and re-approved at least annually, or more often if deemed needed. The Group Policy shall ensure that complaints are handled in a thorough and swift way and that the Company has sufficient measures in place for managing complaints from clients.

The clients shall, upon request, receive information about MFEX's handling of complaints, and can at any time contact the Company's Complaints Officer via email. Contact information is published on the Company's website.

The Head of Legal Department of MFEX Group is appointed Complaints Officer. The Complaints Officer can be contacted by emailing complaints@mfex.com