



COMPLAINTS PROCEDURE

All complaints can be sent by ordinary mail, registered e-mail (a.k.a PEC) or e-mail to the following addresses:

Kervis SGR S.p.A.

Via Privata Fratelli Gabba 1/A
20121 Milano

E-mail: reclami@kervissgr.com

PEC: kervissgrspa@legalmail.it

The Unique Control Function communicates to the Administration, Finance and Control Area whether it is a mere request for assistance/information or a real complaint. In the first case, the Administration, Finance and Control Area assigns the request to the competent business unit to provide feedback to the customer.

All communications identified as complaints are recorded by the compliance officer in the Complaints Register.

For the purposes of the Complaints Procedure, it is defined as:

- ❖ **“Complaint”** Any objection made in writing by a clearly identified customer or potential customer, relating to a conduct or omission of the SGR deemed unfair.
- ❖ **“Complaint Register”** Electronic list containing the data relating to the Complaint (complainant, type of complaint, evaluation of the Company, actions taken and outcome), the date of receipt, the closing date and all other data necessary for identification of the same.

Upon receipt of a claim, the compliance officer prepares the response to be sent to the complainant. The response, signed by the Chief Executive Officer, must be sent within 60 days from the date of receipt of the complaint. If it is envisaged that 60 days response deadline will not be met, a notice will be sent to the complainant indicating the expected time limit for response.