



## MAKING A COMPLAINT

In the unlikely event of you having any reason to feel dissatisfied with any aspect of Raydius securities, you should contact us in text form (e.g. by letter or e-mail).

Please set out the complaint clearly, ideally in writing. We will carry out an impartial review of the complaint with a view to understanding what did or did not happen and to assess whether we have met our contractual and other obligations under the terms and conditions of the securities. A full written response will be provided within eight weeks of receiving the complaint.

**Please email to:** [contact@raydius.de](mailto:contact@raydius.de); or write to

Raydius GmbH  
Westhafentower  
Westhafenplatz 1  
60327 Frankfurt  
Federal Republic of Germany

Any complaint regarding the person or firm advising on, or selling Raydius securities should be submitted directly to that person via their relevant website.