



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; 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.