

NOTICE ON THE COMPLAINT-HANDLING PROCEDURE OF SPRINT ASSET HUNGÁRIA ZRT.

Sprint Asset Hungária Fund Management Private Limited Company (registered office: 1138 Budapest, Révész utca 27., 4th floor; hereinafter “Fund Manager”) attaches great importance to ensuring that clients are satisfied with the services it provides. We are therefore committed to continuously improving the quality of those services on the basis of client feedback.

Our goal is to assist you in every possible way to resolve any problems that arise and, after considering all relevant circumstances, to investigate and answer your complaint in full.

You may submit comments about our services through any of our communication channels, so you can share your views with us easily, simply and quickly in the way that suits you best. You can forward your complaint to the Fund Manager in the following ways:

1 How to file a complaint

1.1 Oral complaints

- **In person** – at the Fund Manager’s registered office (1138 Budapest, Révész utca 27., 4th floor)
 - Opening hours: working days 09:00 – 12:00.
- **By telephone** – at +36 1 770 7600
 - Call-handling hours:
 - Tuesday 10:00 – 12:00
 - Wednesday 14:00 – 16:00
 - Thursday 10:00 – 12:00
 - Telephone conversations are recorded and processed in accordance with data-protection rules. Recordings are kept for five years.

1.2 Written complaints

- **Delivered in person or by a representative** – at the registered office.
- **By post** – Sprint Asset Hungária Fund Management Ltd., 1138 Budapest, Révész utca 27., 4th floor.
- **By e-mail** – info@sprintasset.hu (available 24/7).

If you wish to visit us in person, you may book an appointment by telephone in advance. You may also act through an authorised representative.

2 Responding to complaints

During our complaint-handling procedure we cooperate with complainants to examine every complaint carefully and as quickly as possible, and to give a correct, comprehensive and comprehensible reply.

- **Oral complaints** are examined immediately and, where possible, remedied on the spot; in that case the matter is closed.
 - If an oral complaint cannot be investigated immediately, or if the complaint is **in writing**, we have **30 calendar days** to reply, during which you may enquire about the status of the investigation.
 - During the investigation the Fund Manager may contact you to obtain any missing information.
 - A reasoned reply will be sent within 30 calendar days of receipt of the complaint, by post or electronically.
 - If your complaint was sent from the e-mail address you have registered for contact and you have not requested another method, the Fund Manager will respond by e-mail.
 - All written documents relating to your complaint are retained for **five years**.
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3 Available remedies

If you are a **consumer** and believe that your complaint has not been handled properly, you may, after rejection of the complaint or expiry of the 30-day statutory response period, initiate proceedings with:

a) **Financial Arbitration Board** (Pénzügyi Békéltető Testület) – for disputes concerning the conclusion, validity, legal effects or termination of the contract, or breach thereof

- Customer service: 1122 Budapest, Krisztina krt. 6.
- Postal address: H-1525 Budapest, Pf. 172
- Tel.: +36 80 203 776 • E-mail: ugyfelszolgalat@mnbb.hu
- Even without a submission to arbitration by the Fund Manager, the Board may issue a binding decision if the claim is well-founded and the amount claimed does not exceed **HUF 2 million**.

b) **Magyar Nemzeti Bank (MNB)** – for infringement of consumer-protection provisions laid down in the act on the Hungarian National Bank

- Address: 1122 Budapest, Krisztina krt. 6.
- Postal: 1534 Budapest BKKP, Pf. 777
- Tel.: +36 80 203 776 • E-mail: ugyfelszolgalat@mnbb.hu

c) **Civil courts** – for legal disputes relating to the conclusion, validity, legal effects or termination of the contract, or breach thereof.

This is an English translation of the original Hungarian document. In case of any discrepancy, the Hungarian version shall prevail.