

# Pairstech Capital Management LLP

## Complaints Policy

### ANNEXE FOR INVESTORS AND CLIENTS

| Approval and review | Details            |
|---------------------|--------------------|
| Document owner      | Compliance         |
| Approval authority  | Board of Directors |
| Approval date       | 27/08/2020         |
| Next review date    | December 2020      |

| Approval and amendment history       | Details    |             |
|--------------------------------------|------------|-------------|
| Original approval authority and date | Compliance | August 2020 |
| Amendment authority and date         | Compliance |             |

## Annex I: Information for investors and Clients

### Complaints must be submitted in writing to

|                 |   |  |
|-----------------|---|--|
| <b>By Post</b>  | Pairstech Capital Management<br>LLP Spanish Branch<br>for the attention of the Compliance<br>Department<br>Paseo de la Castellana, 95 -15º (Torre<br>Europa)<br>Madrid - 28046<br>Spain | Pairstech Capital Management<br>LLP<br>For the attention of the Compliance<br>Department<br>1/1A Telegraph Street<br>London EC2R 7AR<br>United Kingdom |
| <b>By phone</b> | T. +34 (0)91 4185036  | T. +44 (0)208 175 9300   |
| <b>By email</b> | <a href="mailto:complain@pairstech.com">complain@pairstech.com</a>  | <a href="mailto:complain@pairstech.com">complain@pairstech.com</a>   |

Complainants may file their complaint in the official language(s) of their country of residence.

The complaint shall be supported by a statement of the reasons on which it is based together with, inter alia, the following documents:

- A detailed and chronological statement of the facts underlying the complaint and the steps already taken by the applicant;
- In the case where a person acts on behalf of an applicant or on behalf of a legal person, a document showing that the person is legally entitled to act as such;
- [A copy of a valid ID document of the applicant (natural person) or, where the applicant is a legal person, of the natural person representing this legal person]

The written acknowledgement of receipt will be provided to the complainant within a period which shall not exceed 10 business days after receipt of the complaint, unless the answer itself is provided to the complainant within this period.

On a receipt of a Complaint, the Firm will

- Investigate the complaint competently, diligently and impartially, obtaining additional information as necessary;
- Assess fairly, consistently and promptly the subject matter of the complaint;
- Assess whether the complaint should be upheld
- Determine what remedial action or redress (or both) may be appropriate; and if appropriate, whether the Firm has reasonable grounds to be satisfied that another respondent may be solely or jointly responsible for the matter alleged in the complaint; and
- Comply promptly with any offer of remedial action or redress accepted by the complainant

The Compliance Department is entrusted with the management of all complaints to ensure a thorough examination of the issues involved. Pairstech Capital Management LLP will handle all complaints with the utmost diligence, transparency and objectivity and will communicate its decision to the complainant in writing within 30 calendar days of receipt of the complaint by registered mail with return receipt. All relevant data is logged in the Complaint Register.

In the absence of a response sent to the complainant within the set terms, or if the complainant is not satisfied with the resolution of the complaint, before resorting to a court the complainant may contact:

### Pairstech Capital Management LLP

Complainant may submit a complaint via the website of the Financial Ombudsman Service (for Eligible complainants)  
<http://www.financial-ombudsman.org.uk/consumer/complaints.htm>

## **Annex II: Compliance function responsible for the handling of complaints and communication of information at the request of the public or competent authorities**

| <b>Entity</b>                                   | <b>Name</b>                |
|---|----------------------------|
| Pairstech Capital Management LLP                | Maria Mickiewicz-Niegowska |
| Pairstech Capital Management LLP Spanish Branch | Maria Mickiewicz-Niegowska |