



LGT Capital Partners Ltd.

Schützenstrasse 6, P.O. Box, CH-8808 Pfäffikon SZ

Phone +41 55 415 96 00

lgt.cp@lgtcp.com, www.lgt-capital-partners.com

CHE-116.267.756 VAT

Information on Complaints Management

for clients and prospects of LGT Capital Partners Ltd.

Dear client or prospect

The satisfaction and trust of our clients are very important to us. We also strive to ensure that our products and services are optimally suited to your needs and that our service quality constantly improves.

For that reason, LGT Capital Partners Ltd., in its role as an investment firm, has introduced effective and transparent procedures for the products and services it offers that are aimed at ensuring appropriate and prompt handling of client complaints.

Both we and our third-party agents take complaints relating to our products and services very seriously. Client complaints may be communicated in writing (e.g. by letter, e-mail or by using the complaint form below) or verbally (e.g. in person or by telephone) free of charge to LGT Capital Partners Ltd.

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Schweiz

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E-Mail: lgt.cp@lgtcp.com

To handle your complaint we need the following information from you:

- contact details (first name, last name, address, telephone no., e-mail address)
- name of fund/sub-fund/share class and ISIN number or securities number (if your complaint refers to a fund)
- reason for complaint and what it relates to

LGT Capital Partners Ltd. will ensure that once we receive your complaint it is handled swiftly and professionally and that you receive a written reply after we have investigated the complaint.

You may send us your complaint in English or German.

If the issue may not be solved bilaterally, you can contact the Ombudsman Financial Services Provider (www.ofdl.ch), a neutral and depending the constellation, cost efficient or free information and mediation office:

Ombudsman Financial Services Provider (Ombudsstelle für Finanzdienstleister (OFD))

Bleicherweg 10

8002 Zürich

Schweiz

Phone: +41 44 562 05 23

E-Mail: ombudsmann@ofdl.ch

As a general rule, the ombudsman only intervenes if there is a written client complaint.

In addition, we hereby inform you that you are able to take civil action.

Your sincerely

LGT Capital Partners Ltd.

Appendix:

- Complaint form for easy submission

Complaint Form

For clients and/or prospects of LGT Capital Partners Ltd.

1. Contact details

Surname / First name:	
Company name:	
Street / Number:	
Postcode / Town:	
Country:	
Phone:	
E-Mail:	

2. Fund (if applicable)

Name of the fund / Segment / Shareclass:	
ISIN- or Valor-number:	

3. Reason of complaint and facts

4. Contact details

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