

NCH BALTICS AIFP Application and complaint review procedure for the provided services and ancillary services to fund investors

1. This NCH BALTICS AIFP application and complaint review procedure for the provided services and ancillary services prescribes the order under which applications and complaints are received and examined from investors in the alternative investment funds managed by NCH Baltics AIFP.
2. Investors can submit written applications and complaints about the services and ancillary services provided by NCH Baltics AIFP without any costs. The application must be written in Latvian or in English language and it must contain clear and substantiated statements on the issue, as well as the claim. The application must be signed by the investor and must contain its name, surname or the name of the company, as well as the name and surname of the investor's representative if the application is submitted by its representative. The application must contain an address to which a response can be sent. If an application is sent to an e-mail, it must be signed digitally with a secure digital signature.
3. Application must be sent to this address: NCH Baltics AIFP, Ķelnes iela 1, Rīga, LV-1014, or to the following e-mail address info@nchbaltics.lv.
4. NCH Baltics AIFP will review the received application within 30 days of receiving it. Application is deemed to be received: (i) on the seventh day from the date of submission if it is a registered postal item, (ii) on the day of the application's submission if it has been submitted in person against a signature for receipt, (iii) on the next working day if the application has been sent to the aforementioned e-mail address. If due to objective circumstances it is not possible to abide by the 30 day review term, NCH Baltics AIFP is entitled to prolong the due date by informing the investor in writing and by providing the extended term.
5. In case of a dispute due to the content of the application between NCH Baltics AIFP and the investor, both NCH Baltics AIFP and the investor will make reasonable efforts to resolve this dispute as expeditiously as possible and to a mutual benefit. If the dispute cannot be resolved, it will be reviewed in accordance with procedures specified in the fund's limited partnership agreement.