

Triple Jump Complaint Procedure

1. General

Article 1

The following definitions apply in this procedure:

- a. a complaint: any report from a Client (shall have the meaning of Investor) which indicates that his/her expectations were not met and which is not a misunderstanding, or lack of information, which can quickly be resolved and of which it is clear - in view of the Client's disappointment - that this deserves the attention of senior management within the Triple Jump organisation;
- b. the complainant: the Client who files a complaint and/or his/her representative.

Article 2

The complaint is dealt with by a person, who was not involved in the action to which the complaint relates. Senior Management of Triple Jump have designated Triple Jump's Investors' Relation Officer as the person responsible for complaints. If the complaint relates to the Investors' Relation Officer, the Compliance Officer or a Senior Manager of Triple Jump will be the person responsible for the complaint.

2. Making a Complaint

Article 3

Complaints can be filed, in writing or via electronic communication. A complainant can submit the complaint directly to the person responsible for complaints or to any other Triple Jump employee. If the complaint is submitted to a Triple Jump employee, who is not the person responsible for complaints, the receiving Triple Jump employee will pass the complaint on to the person responsible for complaints for processing.

Article 4

A written complaint (also via electronic communication) must be signed and contains at least:

- a. the name and the address of the complainant;
- b. the date;
- c. a description of the event to which the complaint relates.

The description referred to at c of this article must be sufficient, in the opinion of the person responsible for complaints, to be able to consider the complaint properly.

Article 5

Triple Jump has the right not to consider a complaint which has not been submitted in accordance with the requirements set out in article 3, even repeated requests to the complainant.

Article 6

If the complaint relates to an action of an individual, the responsible officer for complaints can inform the relevant individual about the complaint. In case the complainant does not want to disclose the complaint to the relevant individual, the complainant has to notify the responsible officer for complaints accordingly. The responsible officer for complaints may disregard this objection on the complainant's part if he/she believes that disclosure to the relevant individual is necessary for the proper handling of the complaint.

3. Handling the Complaint

Article 7

Any communication, notification or correspondence regarding complaints of a Client, will be done by Triple Jump in writing or via electronic communication.

Article 8

Triple Jump is not required to consider the complaint if it relates to an action which took place more than one year prior to the submission of the complaint. The complainant will be notified, as soon as possible, that the complaint will not be considered, but ultimately within four weeks of receipt of the complaint. 2

Article 9

If the complaint involves further investigation, the responsible officer for complaints will inform and confirm this to the complainant.

Article 10

Simple complaints will be processed within six weeks after they have been filed. Complex complaints will be processed within three months after the complaint has been filed. In the communications, as described in article 7, the responsible officer for complaints will inform the complainant whether the complaint is classified as simple or complex, and will indicate how long the complaint procedure will last.

Article 11

If it turns out that the time frame specified in article 10 cannot be met, the complainant will be informed of this before the end of the relevant period. This communication must set out the reason for the delay and the deadline for when a response is due.

Article 12

The responsible officer for complaints:

- a. will study the file to which the complaint relates and will gather all other relevant information;
- b. may obtain further information from the complainant;
- c. will assess the file and additional information and compare this with the arguments made by the
- d. complainant;
- e. can discuss the file with a Senior Manager as to check his/her own interpretation; and
- f. will form an opinion and record its findings and reasoning in the complaint file.

4. Resolution of the Complaint

Article 13

The responsible officer for complaints will inform the complainant in writing about the reasoning of the Triple Jump's position with regard to the complaint.

Article 14

If the complainant disagrees with the position taken by the responsible officer for complaints on behalf of Triple Jump, the complainant can notify its reasoning to the person responsible for complaints.

5. Complaint procedure

Article 15

The responsible officer for complaints must ensure that at least the following information is included in a complainant's complaint file:

- a. the complainant's name and address details;
- b. date on which the complaint was filed;
- c. name of the responsible officer for complaints;
- d. description of the complaint;
- e. date when and how the complaint was resolved;
- f. correspondence initiated with regard to the complaint; and
- g. status of the complaint (in process/resolved).

Article 16

Complaint files will be kept for at least one year after the complaint has been resolved by the responsible officer for complaints on behalf of Triple Jump.

Article 17

All complaints (made, processed and resolved) will be recorded centrally in Triple Jump's Complaints Register.

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