

Pursuant to Article 52 of the Capital Market Act (Official Gazette Nos. 65/18, 17/20, and 83/21) (hereinafter: CMA), Article 26 of Regulation (EU) No. 2017/565, and the Rulebook on Client Complaints Handling, the following information is provided for submitting complaints:

INFORMATION ON SUBMITTING COMPLAINTS

All complaints by clients and potential clients must be submitted in writing, either by registered mail or delivered in person to the registered office of the Investment Company or in electronic form to the company's email address: hita@hita.hr.

The complaint must be written in Croatian or English language.

Complaints that are not submitted in the manner described above will not be considered.

The Investment Company will confirm receipt of the complaint to the complainant immediately upon receiving it, but no later than the following business day.

The complaint submission form is available on the Investment Company's website.

In the complaint, the Client or potential client is required to include their personal details, a detailed description of the complaint specifying the reasons for filing it, the date and time the issue occurred, information about the relevant person responsible, and the request towards the Investment Company regarding the complaint.

If the submitted complaint is incomplete, incomprehensible, or unclear, the Investment Company will request additional information from the complainant. If the complainant does not provide the additional information within 5 days of receiving the notification from the Investment Company, the complaint will be considered withdrawn and will not be treated as filed.

Upon receipt of the complaint or the supplement to the complaint, the time for resolving the complaint begins.

The Investment Company is obligated to resolve the submitted complaint of the Client or potential client within 8 days.

If it is not possible to resolve the complaint within the period mentioned above, the Investment Company's Management Board will inform the complainant and indicate the timeframe within which the complaint will be resolved.

February 7th, 2022