

INFORMATION ON HANDLING OF COMPLAINTS

Raft Capital Management, UAB (the **Company**) is committed to ensuring that all client complaints regarding the services provided by the Company are handled promptly, fairly, and efficiently. Below is an outline of how you can submit a complaint and our process for resolving it.

If you believe that your rights or legitimate interests have been infringed upon in connection with your relationship with the Company or with contracts concluded with the Company, you have the right to submit a complaint.

Written complaint in Lithuanian or English languages can be submitted directly to the Company by email to info@raftcapital.eu or via post to the address: Raft Capital Management, UAB, Gedimino pr. 50, LT-01110 Vilnius, Lithuania. Complaint may also be submitted in person at the Company's address indicated above or during the meetings with the Company's employees.

The complaint shall include this information:

- Your full name and surname or the name of the legal entity;
- Your contact information, including your phone number and address/email (to where you would like to receive a reply);
- A clear description of the actions of the Company, its employees and/or representatives, circumstances of the dispute as well as clear, accurate and reasoned demands (proposed resolution);
- your (or your representative's) signature;
- if the complaint is submitted by a representative, the complaint shall be accompanied by a Power of Attorney or other document confirming the authorisations of the representative to act in the name of the client.

When the complaint is sent via email, the complaint shall be provided as an attachment to ensure text security and make it possible to identify the signature.

The Company shall investigate the complaint and provide a detailed and reasoned response within 15 business days of receipt of the complaint. In exceptional cases where it is not possible to provide a reply to the complaint within this time limit, a representative of the Company shall inform the client who submitted the complaint stating the circumstances of the delay in providing a reply and the deadline by which the complaint will be investigated, and a reply will be provided. In any event, the time limit for providing a final response shall not exceed 35 business days from the date of receipt of the complaint. If the complaint is defective (not complying with the information requirements set out above), such that the merits of the complaint cannot be examined, then within 5 (five) calendar days the Company will inform the client in writing about the missing information and provide a term for remedying the deficiencies. If deficiencies are not remedied by the client within the set term, the Company shall not examine the complaint.

If the complaint contains issues that are not within the competence of the Company such complaints shall not be examined. In this case, the Company shall refuse to accept the complaint (or part of it), explaining in writing to the client the reasons for such refusal and identifying the financial market participant or other person responsible for the circumstances set out in the complaint, if the Company is aware of such person.

If the Company partially or fully denies your complaint, the response will clearly explain the reasons for the full or partial denial and provide information on any further steps you may take to defend your

rights. This may include possible means of dispute resolution, such as the Bank of Lithuania, or through legal proceedings in court.

For further assistance or additional information about submitting complaints, please contact us at info@raftcapital.eu or call us at +370 686 63 441.