

## Information on customer complaints against Incentive AS

Incentive AS (org. no: 913 255 674, the "Company") is regulated by the Financial Supervisory Authority of Norway (NO: "Finanstilsynet"). To comply with prevailing regulations, the Company has implemented internal rules and procedures with respect to the handling of potential customer complaints.

If you are of the opinion that the Company has not fulfilled its duties as agreed or made an error that have had implications for you as an investor, you can send a formal complaint to the Company. Kindly note that we can only respond to inquiries relating to the Company.

To ensure a swift handling of the complaint, we ask the complainant to:

1. Send the formal complaint in writing to the Company, either by e-mail to [compliance@sector.no](mailto:compliance@sector.no),  
  
or by letter to;  
Incentive AS,  
P.O. Box 462 Sentrum,  
0105 Oslo  
Norway
2. Include the wording "formal complaint" in the heading.
3. Include in the formal complaint:
  - Full name and tax ID number / fund holder ID of the complainant
  - The grounds for the complaint: description of incident, stating the Company's error or neglect as perceived by the complainant.
  - Name, date and time of contact with the Company's employee(s) with respect to the perceived error or neglect.

The complainant shall, within 2 business days upon the Company's receipt, receive a written confirmation that the complaint has been received. The complainant shall be duly informed should the Company need further time to respond to the complaint.

A written response shall, without unfounded delay, be provided once the Company has considered and decided on the result of the complaint.