

Further information on the complaints procedure

Our long-term success relies on the satisfaction of our investors with the services provided by Yellowfin Asset Management GmbH.

However, if you, as a customer, partner or prospective customer, have any reason to feel dissatisfied with our services, we would like to work with you to come up with a solution and restore our reputation in your eyes. This involves looking into your complaint, correcting any errors, and finding a fair solution that is acceptable for both sides.

What does this mean with regard to the complaints procedure?

You can discuss your concerns with us in the following ways:

- Get in touch online using the complaints management feedback form. The corresponding form can be found at www.yellowfin-am.de under Legal Notices.
- Or write to us at: Yellowfin Asset Management GmbH, c/o Commerzbank, 60613 Frankfurt am Main

We aim to respond to all complaints within seven business days. If we believe it may take more time to look into your complaint, we will get in touch to let you know when you can expect a response.

Unfortunately, we may not always be able to reach a solution that you find satisfactory. In this case, you can contact another body concerning your complaint or refer the matter to the courts.

Yellowfin Asset Management GmbH participates in dispute resolution proceedings overseen by the German Federal Financial Supervisory Authority. As a result, you have the opportunity to turn to an arbitrator to settle a dispute. You can send complaints to the address below:

Schlichtungsstelle bei der Bundesanstalt für Finanzdienstleistungsaufsicht
Referat ZRC 3
Graurheindorfer Straße 108
53117 Bonn, Germany

Please keep in mind that we are not willing to participate in dispute resolution proceedings overseen by other arbitration committees.

At Yellowfin Asset Management GmbH, we are committed to protecting your privacy and personal data. When processing your personal data, we comply with data protection legislation, particularly the provisions of the EU General Data Protection Regulation (GDPR). We only process personal data if the data subject has provided their consent, where required to fulfil our contractual duties, or where permitted or required by the GDPR or other legislation. We are happy to send our privacy policy to customers and other data subjects on request. Write to us at info@yellowfin-am.de to receive a copy.

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