

HANOVER INVESTORS MANAGEMENT (MALTA) LIMITED

Version 1.2

January 2024

Hanover Investors Management (Malta) Limited is authorised and regulated by the Malta Financial Services Authority, license No. IS/82519

Hanover Investors Management (Malta) Limited registered address:

35 Tigne Place
Office 2/5
Tigne Street
Sliema SLM 3173

Malta Financial Services Authority registered address:

Triq l-Imdina, Zone 1
Central Business District, Birkirkara
CBD 1010

1. JURISDICTIONS IN WHICH THE COMPANY IS AUTHORISED TO CARRY OUT ITS SERVICES

The company does not have a particular client focus from a geographical perspective. The RAIFs it manages are established in Luxembourg. The investors in the RAIFs are predominantly based in the United States, UK and Europe.

2. PROCEDURES FOR THE SUBMISSION OF COMPLAINTS AND THE COMPLAINTS HANDLING PROCEDURE

All verbalised complaints must be formalized and therefore put in writing to the Hanover Investor Relations team, IR@hanoverinv.com

- When in receipt of a complaint, the person dealing with the client, shall inform his Manager, Board of Directors and Compliance Officer. The Compliance Officer, who is in charge of keeping the register up to date, should be informed shortly within a maximum of 3 working days following the receipt of a complaint from a client.
- On receipt of a complaint in writing, the Company shall ensure that an acknowledgement letter or e-mail is sent out within three (3) working days. This letter* or e-mail shall confirm that: The Company will investigate the complaint; and on completion of the investigation, the Company will write to the client concerning the outcome.
- Formal Reply: The complainant is to be informed in writing on the outcome of the investigation and action (if any) by not later than fifteen (15) working days from the date of the complaint.
- In the final reply to the client, the Company must inform the client that if he/she is not happy with the outcome he/she may lodge a written complaint with the Maltese Arbitrator for Financial Services.

Contact details of the officer of the Company responsible for consumer complaints and information that complaints may be referred by the complainant to the Office of the Arbiter for Financial Services established under the Arbiter for Financial Services Act:

Compliance Officer
Dr Adriana Cassar
Tel: (356) 2010 6167
E-mail: maltainfo@aspidagroup.com

If the complainant is not satisfied with the way in which his complaint has been resolved by the Company, please contact:

Arbiter for Financial Services
Office of the Arbiter for Financial Services
First Floor, St Calcedonius Square
Floriana
FRN 1530 Malta
Tel: +356 21249245
E-mail: complaint.info@asf.mt
Website: www.financialarbiter.com.mt

A copy of the Arbiter's Complaint Form can be downloaded from the above indicated website. Kindly note that submitting the form online is subject to a fee of Euro 25.00.

Warning:

This document/website is intended for use by professional financial advisers only.
The services offered by Hanover Investors Management (Malta) Limited may be restricted in certain jurisdictions.
Private investors should contact a financial adviser for more details on any of the products featured.