

Complaints Handling Procedure

1. General Information

Pursuant to Regulation (EU) 2022/2117, One Three Capital informs its clients of the complaints handling procedure it applies.

Complaints are submitted free of charge and exclusively by using the standardized complaint form, which is continuously available under the “General Information” section at the following link: <https://ovolus.com/general-information/> where the relevant file may be downloaded.

2. Language of Submission

Complaints may be submitted in either the Greek or the English language.

3. Required Information for an Admissible Complaint

For a complaint to be deemed admissible, at minimum the following information must be provided:

- (i) The full name of the complainant or the corporate name of the company (in the case of a legal entity complainant). Where the client is a legal entity, the complaint must be submitted by its legal representative and accompanied by the supporting authorization and corporate documentation required, as applicable.
- (ii) The complainant’s contact details (telephone number, postal address, and email address).
- (iii) The subject matter of the complaint, including a clear and complete reference to the investment and/or the specific offering to which the complaint relates.
- (iv) Any documents supporting or substantiating the reported facts and circumstances.

4. Method of Submission

Complaints must be submitted via email to the Company at: complaints@ovolus.com

5. Acknowledgment of Receipt and Admissibility Review

The Customer Service Department shall acknowledge receipt of the complaint and inform the complainant as to whether the complaint is admissible within ten (10) business days from receipt thereof.

The acknowledgment of receipt issued by the Company shall include, in particular:

- (a) the contact details of the responsible officer of the Company to whom the complainant may address any related inquiries; and
- (b) a clear indication of the timeframe within which the complainant may expect a response to the complaint.

6. Inadmissible Complaints

In the event that a complaint is deemed inadmissible, the Company shall inform the complainant of the deficiencies that must be remedied within ten (10) business days from receipt thereof.

A complaint returned for correction shall be deemed not to have been submitted to the Company. Such return shall not prevent the complainant from resubmitting the complaint with the same content following rectification of the deficiencies.

7. Response Time

The Company's response to the complaint, together with any accompanying documents, shall be sent to the complainant's email address no later than thirty (30) business days from receipt of the complaint.

In exceptional circumstances, where a decision cannot be reached within the above timeframe, the Customer Service Department shall inform the complainant in writing of the reasons for the delay and specify the date by which a response is expected.

8. Contact Information and Liability

The Company shall bear no liability in the event that the contact details provided by the complainant are incomplete or inaccurate.

The Customer Service Department shall remain in continuous communication with the complainant and shall keep them informed regarding the progress of the examination of their complaint.