

1. Summary

A well-functioning process for handling complaints offers MFEX Mutual Funds Exchange AB ("MFEX" or "the Company") a possibility to satisfy the interests of its clients. It is also important in order to maintain the public's confidence in MFEX and for the financial market in general. A sound and efficient process also offers a possibility for MFEX to identify problems and to take preventive actions in order to avoid problems. The process for handling complaints is based on a guideline approved by the Board of Directors of MFEX ("the Guideline"). The Guidelines shall comply with the requirements according to the Securities Market Act (SFS 2007:528), the commission's delegated regulation (EU) 2017/565 and regulations by the Swedish Financial Supervisory Authority ("Sw. FSA"). The Guideline regarding complaints shall be efficient and ensure that complaints are handled in a thorough and swift way. The clients are offered information about MFEX's handling of complaints, upon request and has access to the Complaints officer through e-mail.

The Complaints officer is Anthone Dart contact info

<Anthone.Dart@mfex.com> and this information is published on the Company website.