

Complaints Handling Procedure

Impactfull Global Equity Trends

Effective Date: March 2026

1. Purpose

This Complaints Handling Procedure establishes the framework for receiving, investigating, and resolving complaints relating to IMP Emerging Equity Trends (the "Fund").

This procedure is designed to ensure:

- Fair and prompt handling of all complaints
- Compliance with CSSF Regulation N° 16-07 on out-of-court complaint resolution
- Transparent communication with complainants
- Coordination across the Fund's service provider chain

2. Definition of a complaint

In accordance with CSSF Regulation N° 16-07, a complaint is defined as:

"A complaint filed with a professional to recognise a right or to redress a harm. Simple requests for information or explanations cannot be considered as a complaint."

3. Responsible parties and routing

3.1 Primary responsibility

CA Indosuez Fund Solutions S.A. (the "Management Company") is the primary responsible party for handling investor complaints relating to the Fund under CSSF Regulation 16-07.

Investors should direct complaints to:

CA Indosuez Fund Solutions S.A.

For the attention of the Chief Compliance Officer

12, rue Eugène Ruppert, L-2453 Luxembourg

Email: caifs_compliance@ca-indosuez.lu

3.2 Complaints relating to Ternary Fund Management

Complaints specifically relating to Ternary's role as sub-advisor and portfolio management may be directed to: ops@impactfull.org

Ternary will coordinate with the Management Company on any complaints received.

3.3 Complaints relating to distribution

Complaints relating to distribution, subscription, or redemption should be directed to CA Indosuez Fund Solutions or the Management Company.

4. Complaint submission

4.1 Channels

Complaints may be submitted through:

- Email to the addresses specified above
- Letter to the postal addresses specified above
- Telephone, followed by written confirmation

Complaints are handled free of charge.

4.2 Information required

Complainants are requested to provide:

- Full name and contact details
- Investor account number or reference (if applicable)
- Clear description of the complaint, including relevant dates
- Any supporting documentation
- Desired resolution or outcome

5. Complaint handling process

5.1 Receipt and acknowledgement

Upon receipt of a complaint:

- The complaint is recorded in the Complaints Register
- Written acknowledgement sent within 10 business days (CA Indosuez) or 3 business days (Ternary)
- Acknowledgement includes name and contact details of the person handling the complaint

5.2 Routing

Complaint Type	Primary Handler
Fund performance, NAV, fees	CA Indosuez Fund Solutions
Subscription, redemption, settlement	CA Indosuez Fund Solutions
Portfolio management decisions	Ternary (with ManCo notification)

5.3 Investigation

The investigation process includes:

- Review of all relevant documentation and records
- Interviews with relevant staff as necessary
- Consultation with other service providers where the complaint spans multiple functions
- Assessment of whether the complaint is founded, partially founded, or unfounded

5.4 Response timeline

Within one month of receipt:

- The complainant will receive either a final response or a holding letter

- Holding letters explain the reasons for delay and provide a firm commitment on response date
- Final response will explain findings, any remedial action, and options if dissatisfied

Complex complaints requiring extended investigation:

- Complainant kept informed of progress at least every two weeks
- Final response provided within three months in all cases

6. Escalation to regulators

6.1 CSSF escalation

If the complainant is not satisfied with the response, they may file with the CSSF:

- Online: www.cssf.lu/fr/consommateur/reclamations
- Post: Commission de Surveillance du Secteur Financier, Legal Department CC, 283 route d'Arlon, L-2991 Luxembourg
- Fax: +352 26 25 1-2601
- Email: reclamation@cssf.lu

Complaints to the CSSF must be in Luxembourgish, German, English, or French.

7. Record keeping

7.1 Complaints Register

Each party maintains a Complaints Register containing:

- Date of receipt and unique reference number
- Complainant details
- Nature of complaint and products/services involved
- Staff member responsible for handling
- Actions taken and communications
- Outcome and date of resolution
- Root cause analysis

7.2 Retention

All complaint records shall be retained for a minimum of seven years from the date of final resolution.

8. Reporting and analysis

8.1 Internal reporting

Ternary shall report complaints to:

- Quarterly: Summary to IMP Emerging Equity Trends Board of status and trends
- Immediately: Any complaint involving potential regulatory breach or significant financial impact to Management Company

8.2 Coordination with Management Company

Ternary shall:

- Notify the Management Company of all complaints received within 24 hours
- Provide investigation updates as required
- Coordinate on final responses
- Contribute to ManCo quarterly reporting

9. Confidentiality

All complaints shall be handled confidentially. Information shall only be shared with:

- Persons directly involved in the investigation
- Senior management and Board as required
- Other service providers where coordination is necessary
- Regulators upon request
- External advisors bound by confidentiality

10. Review

This procedure shall be reviewed at least annually to ensure continued compliance and effectiveness.

Approved by: Board of Directors, Ternary Fund Management

Date: December 2025

Next Review: December 2026