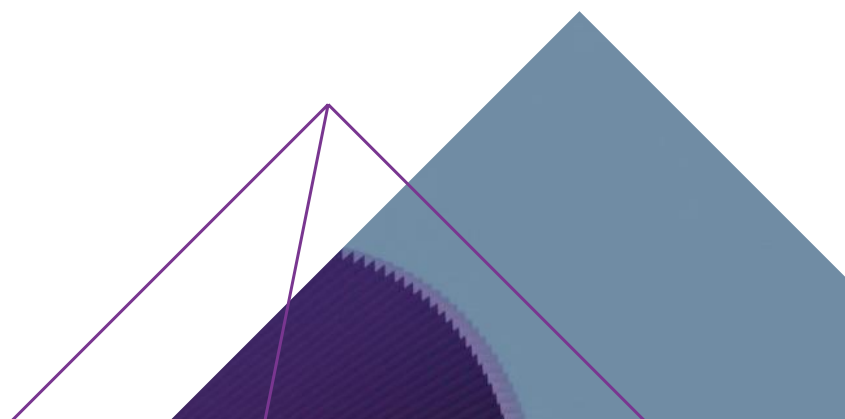


Complaints Handling Procedure

2026



Introduction

Marex SIM S.p.A. ("Marex SIM" or "SIM") has been authorised and regulated by CONSOB since 27 January 2021 (registration number 306). Marex SIM has a branch in Spain (Marex SIM S.p.A., Sucursal en España), registered with the Comisión Nacional del Mercado de Valores (CNMV) under the official registration number 162.

Marex SIM is required to maintain robust and transparent policies and processes to ensure that complaints are handled effectively, efficiently, and professionally.

We take complaints very seriously and endeavour to:

- communicate clearly using plain language that is easy to understand;
- respond without undue delay;
- explain our Complaints Handling procedure in a comprehensible manner;
- set out our position regarding remedial action;
- outline our offer of redress or rejection and the rationale; and
- provide you with options for referring the complaint to the Alternative Dispute Resolution or court if the complaint has not been resolved to your satisfaction.

How to submit a complaint

You may submit a complaint free of charge by any reasonable means.

For **Italian** clients:

- by ordinary mail addressed to: "Compliance Office – Marex SIM S.p.A. – Via Edmondo De Amicis, 49 – 20123 Milan";
- by email to complaints-europe@marex.com; or
- by certified email (PEC) to marexsim@legalmail.it.

For **Spanish** clients:

- by ordinary mail addressed to: "Compliance Office – Marex SIM S.p.A., Sucursal en España – Calle Príncipe de Vergara 43, 2 floor, 28001 Madrid"; or
- by email to complaints-europe@marex.com.

What information do we need from the client?

We need the following information to ensure that we handle your complaint without undue delay:

- Your name and address
- A description of the complaint
- When the problem occurred
- How you have been affected

- A contact number and email address

Responding to client complaints

We will endeavour to resolve all complaints as soon as reasonably possible without undue delay. If we can resolve the complaint within three business days of the day it was received, you will be sent a written summary resolution communication.

If we are unable to resolve the complaint within three business days of the day it was received, you will be kept informed of the measures being taken to progress and resolve the complaint.

In any event, the final outcome of the complaint, including the SIM's determinations, shall be communicated in writing within 60 days of receipt of the complaint.

Out-of-court dispute resolution (only for Italian clients)

Out-of-court dispute resolution should be used if:

- i. You remain dissatisfied with the response received;
- ii. No response has been provided within the above-mentioned time limits; or
- iii. To otherwise resolve disputes with the SIM outside of its complaints handling process, (even in the absence of a prior complaint)

For clients who SIM have categorised as "Retail", recourse is available to the Financial Disputes Arbitrator (CONSOB: Arbitro per le Controversie Finanziarie – ACF).

For all other clients, they may initiate, either individually or jointly with the SIM, a mediation procedure aimed at reaching a settlement. The mediation request shall be filed with a mediation body identified pursuant to Legislative Decree No. 28/2010, as subsequently amended and supplemented.

Out-of-court dispute resolution must first be commenced before legal proceedings can be initiated.

In any event, the commencement of an out-of-court dispute resolution procedure pursuant to one of the procedures described above shall constitute a condition precedent to the admissibility of any subsequent legal action.