



Attachment 20

AIF Alternativ Invest Finance AG

Client Information

Client Information

1. Information about financial instruments

Asset management companies are obliged by law to provide their Clients and potential Clients with adequate information about financial instruments. This information must contain an adequately detailed general description of the nature and risks of the financial instruments so that the Client can make his investment decisions on a sufficiently sound basis.

All relevant information is contained in the brochure of the Liechtenstein Banking Association on «Risks in Securities Trading», which is enclosed as an appendix to the asset management agreement.

2. Client communication

You can contact [AIF Alternativ Invest Finance AG](#) Vermögensverwaltungs-Gesellschaft, Industriering 3, FL-9491 Ruggell under the following

telephone number: +423 375 03 33

fax number : +423 375 03 34

E-Mail: info@aif.li

You can communicate with us at any time in German or in English, and will receive the respective documents of AIF Alternativ Invest Finance AG-Vermögensverwaltungs-Gesellschaft in the German language at all times.

The further communication between AIF Alternativ Invest Finance AG -Vermögensverwaltungs-Gesellschaft and you as the Client will be defined in the asset management agreement. We would like to draw your attention to the fact that the use of e-mails entails certain risks in respect of confidentiality

Telephone or electronic communications between the Company and its customers that lead or may lead to business are recorded. The Customer hereby expressly acknowledges this and consents to these records.

3. Supervisory authority

AIF Alternativ Invest Finance AG -Vermögensverwaltungs-Gesellschaft is subject to supervision of the Liechtenstein Financial Market Authority FMA, Landstrasse 109, Postfach 279, 9490 Vaduz, Liechtenstein, Website: www.fma-li.li.

4. Client classification

We wish to inform you that we generally classify Clients as non-professional Clients, because this means they enjoy the highest level of protection. A switch to a higher classification (reducing the level of protection) is possible upon request, as far as the corresponding preconditions have been met. If you have any questions, please do not hesitate to contact us..

5. Client reporting/general reporting

Details in connection with the Client and general reporting are set out in the Asset Management Agreement.

6. Measures to protect the entrusted Client assets

AIF Alternativ Invest Finance AG-Vermögensverwaltungs-Gesellschaft renders only asset management services. It does not hold any financial instruments of Clients for safekeeping

7. Handling of conflicts of interest

The principles governing the handling of conflicts of interest are set out in the appendix to the asset management agreement.

8. Benchmark

In order to compare asset management (portfolio management) performance within the guidelines of the defined investment objectives, we use a so-called benchmark as a reference point and valuation method. The benchmark differs for each client portfolio, and will be defined in accordance with the investment objective and investment strategy.

In the case of individually composed portfolios and special Client wishes in respect of the investment strategy, the benchmark will in each case be individually agreed with the Client, or a benchmark shall be waived.

9. Investment objectives / Types of permissible investments

The investment objectives within the asset management (portfolio management) are defined in the Client profile (or investment profile), which is part of the Asset Management Agreement. The types of permissible investments are shown in the Asset Management Agreement..

10. Valuation of financial instruments

AIF Alternativ Invest Finance AG -Vermögensverwaltungs-Gesellschaft uses the following criteria to value the financial instruments held in the client portfolio:

- Investment funds are always valued in accordance with the unit prices published by the respective investment fund company.
- Listed securities are valued at the respective prices of the execution venue/most liquid market in these stocks.

Financial instruments in the Client portfolio shall be valued at the latest on the agreed reporting dates.

If no stock market price is provided for financial instruments, the asset management company will use the last available market value.

11. Execution of orders

The principles concerning the execution of orders are set out in the appendix to the Asset Management Agreement («Execution Policy»).

12. Costs

The costs are governed by the asset management agreement, and may be consulted there. In conjunction with the financial instruments and securities services that have been procured for the Client, further costs and taxes arising out of asset management that are not covered by the overall fee may incur and may be invoiced to him.

13. Complaints procedure / arbitrator

The form enclosed in the appendix should essentially be used to submit a complaint. The complaint should, if possible, be submitted using the aforementioned e-mail address of the Company. The Company shall endeavor to compile and to assess all relevant evidence and information relating to the complaint. The complainant shall receive a response to his complaint within 20 days.

The complainant also has the opportunity to submit his complaint to the below-specified arbitration body. Complainants are recommended, however, to wait for the Company to respond to the issues raised.

Liechtensteinische Schlichtungsstelle (Liechtenstein Conciliation Board)

Dr. Peter Wolff, Attorney-at-Law	Phone	+ 423 220 20 00
P.O. Box 343 / Landstrasse 60	Fax	+ 423 220 20 01
FL-9490 Vaduz	E-Mail	info@schlichtungsstelle.li

The Conciliation Board is not a court of law, nor does it have the authority to issue legal judgments. Instead, it promotes a dialogue between the involved parties, and submits a negotiating

solution to them. As the parties are not bound by the proposal made by the Conciliation Board, they remain free to accept this or to take other, for example legal, measures.

14. Deposit Guarantee and Investor Compensation Foundation PCC (Einlagensicherungs- und Anlegerentschädigungs-Stiftung, EAS)

According to licensing requirement the AIF Alternativ Invest Finance AG-Vermögensverwaltungs-Gesellschaft is a participant of the Deposit Guarantee and Investor Compensation Foundation PCC (member no.: 2008).

Complaint form

for filing a complaint with AIF Alternativ Invest Finance AG, 9491 Ruggell, Liechtenstein

E-Mail-Adresse: info@aif.li

1. Complainant	
First name, Name	
Address, POSTCODE, place of residence	
Country of Residence	
E-Mail-Address:	
Date of appeal:	
2. Subject-matter of the appeal	
<input type="checkbox"/> Portfolio management <input type="checkbox"/> investment advice	
<input type="checkbox"/> Acceptance and transmission of orders relating to one or more financial instruments	
<input type="checkbox"/> Execution of orders on behalf of the customer	
<input type="checkbox"/> Securities and financial analysis or other forms of general recommendations relating to transactions in financial instruments which are directly aimed at serving clients	
<input type="checkbox"/> Advising companies on capital structuring, sector-specific strategy and related issues as well as advice and services in connection with mergers and acquisitions.	
Description of the breach of duty asserted by the asset management company:	

3. The complainant's claim against the asset management company

4. Information on the procedure

If possible, the complaint should be submitted electronically to the above-mentioned e-mail address. The asset management company will endeavour to collect and examine all relevant evidence and information relating to the complaint. The complainant will receive a statement on his complaint within 20 days.

In addition, the complainant has the possibility of submitting his request to the conciliation body below. However, it is recommended to wait for the opinion of the asset management company first.

Liechtensteinische Schlichtungsstelle (Liechtenstein Conciliation Board)

Dr. Peter Wolff, Attorney-at-Law	Phone	+ 423 220 20 00
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The conciliation body is neither a court nor does it have jurisdiction. Rather, it promotes discussion between the parties involved and submits a negotiated solution to them. Since the parties are not bound by the conciliation body's proposal, they are free to accept it or take other measures, such as legal ones.

5. To be completed by the asset management company

Date of receipt of complaint:	
Date of reply to complainant:	
Result of complaint processing:	