

Complaint Management Information

PATRIZIA GrundInvest Kapitalverwaltungsgesellschaft mbH

February 2026



Document information

Scope of validity

This policy applies to PATRIZIA GrundInvest Kapitalverwaltungsgesellschaft mbH.

Policy Owner

Compliance

Entry into Force Date

February 13th, 2026

Document History

Version	Date	Author	Changes / Comments	Approved by
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1. Information on Handling Complaints of Investors in Real Estate Mutual Funds

For us, PATRIZIA GrundInvest Kapitalverwaltungsgesellschaft mbH, the satisfaction of our investors is our top priority. It is important to us to give you the opportunity to express criticism. We have therefore set up a complaint management function and taken measures to deal with complaints. The aim of our complaint management is to ensure that investor complaints are dealt with appropriately and promptly. Complaints received are evaluated to resolve recurring errors or problems. In this way, we want to ensure a high level of investor satisfaction and long-term investor loyalty in the long term.

A complaint is understood to be any negative statement made by an investor with the aim, among other things, of correcting an error on our part, revising a decision by us, reimbursing expenses or costs, or obtaining an apology for inappropriate behaviour. The term "complaint" does not necessarily have to be used.

2. Filing Complaints

We offer you the opportunity to submit complaints to us by post or e-mail:

Contact details for complaints	PATRIZIA GrundInvest Kapitalverwaltungsgesellschaft mbH Attn: Complaint Management Function Fuggerstrasse 20 86150 Augsburg, Germany E-mail: beschwerde.grundinvest@patrizia.ag
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Please formulate your complaint as precisely as possible and include sufficient additional information. In order to process your complaint, we will need the following information in any case:

- Full contact details of the complainant (address, telephone number, e-mail address if applicable);
- description of the facts;
- Formulation of the request or an indication of what the complaint seeks to achieve (e.g. troubleshooting, improvement of services, clarification of a disagreement);
- copies of the documents necessary to understand the process (if any);
- If the complainant contacts us in the name and on behalf of another person, this person is authorised to represent him.

The filing of complaints is free of charge.

3. Handling Complaints

Every complaint received is documented by the complaints office. Upon receipt of the complaint, we will prepare a confirmation letter of receipt and send it to the complainant in writing or electronically. If the complaint can be dealt with in a timely manner, the complainant will receive a response instead of the acknowledgement of receipt.

Depending on the complexity of the complaint, a response will be given within a reasonable period of time after confirmation of receipt of the complaint. We aim for a final processing within a period of two weeks from receipt of the complaint. If the processing cannot be completed within this period, we will send an interim notice to the complainant, in which we will inform him of the expected duration of the final complaint processing.

The final statement to the complainant is always made in text form. If we do not uphold the complainant's complaint in its entirety, we will explain and justify this in our decision.

4. Out-of-Court Dispute Resolution (Ombuds Process)

In addition to contacting PATRIZIA GrundInvest Kapitalverwaltungsgesellschaft mbH, consumers can call the *Ombudstelle für Sachwerte und Investmentvermögen e.V.* free of charge to resolve disputes in connection with the German Capital Investment Code (KAGB).

The contact details of the *Ombudstelle für Sachwerte und Investmentvermögen e.V.*'s Office are:

Ombudsman's Office	Ombudstelle für Sachwerte und Investmentvermögen e.V. Postfach 61 02 69 10924 Berlin, Germany Phone: +49 30 257 616 90 Fax: +49 30 257 616 91 E-mail: info@ombudsstelle.com Web: www.ombudsstelle.com
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In addition, PATRIZIA GrundInvest Kapitalverwaltungsgesellschaft mbH is neither willing nor obliged to participate in dispute resolution proceedings before a consumer arbitration board. Legal recourse to the civil courts remains unaffected by this.