

## Complaints Management

We always strive to meet the requirements and standards of our customers and investors with our services and products. However, if you do have cause for complaint, you can contact us free of charge electronically, in writing or verbally.

You can find our contact details on our website under Contact Information/Imprint:  
<https://www.7orca.com>

We have established effective and transparent procedures for complaint management. This includes confirming receipt of a complaint immediately and providing you with information about the complaint handling process in this context.

All complaints are brought to the attention of the Executive Board immediately.

Status 2025

### Disclaimer

While we have exercised due care to ensure an accurate translation into English, only the original German-language version is authoritative and legally binding. In the event of any inconsistency, conflict, or ambiguity, the German version shall prevail.