

## HANDLING OF COMPLAINTS

Cleaves Securities AS strives to have a mutual and satisfactory relationship with our customers, based on constructive dialogue. Where there may arise a situation the parties are unable to reach agreement, it is essential for us to be able to handle these cases in a transparent manner.

A complaint should be labelled "Customer Complaint" and kindly sent us either by e-mail to:

[securities@cleaves.no](mailto:securities@cleaves.no)

or by mail to:

Cleaves Securities AS, Frøyas gate 15, 0273 Oslo, Norway

The complaint must contain:

- The complainant's name and date of birth / organisation number
- Brief description of the case
- Information on whom the complainant has been in contact with at Cleaves Securities AS.

If the complainant and Cleaves Securities should not come to an agreement, Finansklagenemda can be contacted:

Finansklagenemda  
PB. 53, Skøyen  
0212 Oslo  
Norway