



February 2023

*Triton Complaints
Policy*

1. INTRODUCTION

At Triton, we are committed to providing you with a clear communication service in respect of your investment in funds managed by Triton. As part of that commitment, we would like to clarify how you can ask us for assistance on any matter. If at any time you would like to discuss with us how Triton can improve, or if you are dissatisfied with any aspect of your investment then we provide the following information to allow us to better address your complaint or concern.

2. HOW TO GET IN TOUCH WITH US

To ensure prompt handling of your complaint please send your contact details, the reason for the complaint, any alleged damage or loss and, if possible, copies of any documentation supporting your complaint to complaints@triton-partners.com.

You will find the names and contact details of Triton staff who will be able to assist with your complaint in Appendix 1.

3. WHAT WE DO ONCE YOU HAVE BEEN IN TOUCH

We will formally acknowledge your complaint within five business days¹ of receiving it and we will give you the name and contact details of the person looking after your complaint. Where a complaint is made to the Luxembourg Complaints Officer, as appropriate, this timeframe is extended to ten business days.

We aim to resolve your complaint as promptly as we can however if we are not able to provide resolution within one month of the date the receipt of your complaint, we will write to you to assure you that we are continuing to look into your complaint and explain the reasons for the delay. We will also give you an indication as to when we think the complaint is likely to be completed.

When we have completed our inquiry into the complaint, we will contact you and inform you of the results of our inquiry and any proposed solution arising out of that inquiry.

4. WHAT HAPPENS IF YOU ARE NOT HAPPY WITH OUR PROPOSED SOLUTION

If you are not satisfied with our response to your complaint, then you are entitled to appeal to an alternative dispute resolution entity. Appendix 2 sets out how and who you can appeal to and how to contact them.

¹ Five business days being business days in the jurisdiction in which the complaint is received.

5. APPENDIX 1

London

Triton Investments Advisers LLP
32 Duke Street,
3rd Floor
St James's,
London
SW1Y 6DF
United Kingdom

E-mail: complaints@triton-partners.com

Attention: Moana Moore

Jersey

Triton Investment Management Limited
5/6 Esplanade, 1st Floor
St. Helier,
Jersey,
JE2 3QA

E-Mail: complaints@triton-partners.com

Attention: Andrew Trachy

Luxembourg

Triton Investments Management SARL
2, rue Edward Steichen,
Building Oksigen, Floor 7
L--2540 Luxembourg
Grand Duchy of Luxembourg

E-mail: complaints@triton-partners.com

Attention: Jean-Benoît Bourgeois

6. APPENDIX 2

Alternative Dispute Resolution Entities

London

The Financial Ombudsman

Email: complaint.info@financial-ombudsman.org.uk

Helpline: 0800 023 4567

Luxembourg

CSSF Out of Court Complaint Resolution Procedure²

The request must be filed with the CSSF in writing, by post, by fax or by email or online on the CSSF website:

Commission de Surveillance du Secteur Financier
Legal Department
283, Route d'Arlon
L-2991 Luxembourg

Fax: (+352) 26 251-2601

Email: reclamation@cssf.lu

² Please be aware that you have one year from filing your initial complaint with Triton in which to file a request with the CSSF Out of Court Complaint Resolution Procedure.