

KAIROS INVESTMENT MANAGEMENT LIMITED

Complaints

Are you an eligible complainant?

In the context of Kairos Investment Management Limited's ("KIML") business, "eligible complainants" are underlying investors in the Alternative Investment Funds ("AIFs") managed by KIML who are individuals "acting for purposes which are wholly or mainly outside that individual's trade, business, craft or profession".

KIML's Compliance Officer (CO) will deal with all complaints and ensure that the complainant is kept informed on the steps being taken to resolve the complaint.

Please write directly to:

The Compliance Officer,
Kairos Investment Management Limited,
10 Portman Square,
London,
W1H 6AZ

or email complianceUK@kairospartners.com

Kairos Investment Management Limited takes every complaint seriously and aims to resolve all complaints fairly and in a timely manner. Your complaint will be handled in accordance with the relevant FCA rules. KIML has a written internal complaints handling policy, as required by the FCA rules, a copy of which can be provided to you by KIML upon request. In the event you should have cause for complaint about the AIF management services provided to you by KIML, a copy of the policy will be sent to you.

In the event that Kairos Investment Management Limited fails to resolve a complaint to your satisfaction, or if KIML fails to do so within eight weeks of receiving your complaint, you may be entitled to refer your complaint to the Financial Ombudsman Service, Full details can be found at www.financial-ombudsman.org.uk