



Investors Complaints

Clients may file written complaints with Celtis Venture Partners. Such complaints will be communicated in writing to the supervisor of the person who initiated the complaint within two business days of receiving them. Complaints will be reviewed by the supervisor of the person who initiated the complaint, who will notify the Board of Directors in writing of the complaint and any intended response.

The complaints will be responded to in writing by the supervisor of the person who initiated the complaint and the Board of Directors within ten business days of receiving the complaint or the additional documents or information requested from the clients.

Celtis Venture Partners will organize and maintain the files related to complaints received in accordance with the law for a minimum period of five years.



Protocol on Alternative Dispute Resolution Mechanisms

On December 9, 2024, Celtis Venture Partners, Sociedade Capital de Risco, S.A., together with a group of other entities and the Securities Market Commission (CMVM), signed the Protocol on Alternative Dispute Resolution Mechanisms, aiming to streamline alternative dispute resolution mechanisms. Information related to this protocol can be found on the CMVM website.

Alternative Dispute Resolution mechanisms aim to resolve disputes in a more accessible, faster, simpler, and less expensive manner compared to the costs inherent in resorting to legal means.

Under this Protocol, Celtis Venture Partners accepts the use of Alternative Dispute Resolution mechanisms if the Consumer Client and Non-Professional Investor's claim has not been fully met in a prior complaint filed with Celtis Venture Partners and the CMVM. Under this Protocol, Celtis Venture Partners uses the following Consumer Dispute Arbitration Centers network ("CAAC"):

- Centro de Arbitragem de Conflitos de Consumo da Região de Coimbra ("CACRC");
- Centro de Arbitragem de Conflitos de Consumo de Lisboa ("CACLL");
- Centro de Arbitragem de Conflitos de Consumo do Ave, Tâmega e Sousa ("TRIAVE");
- Centro de Informação de Consumo e Arbitragem do Porto ("CICAP");
- Centro de Informação. Mediação e Arbitragem de Consumo (Tribunal Arbitral de Consumo) ("CIAB");
- Centro de Informação. Mediação e Arbitragem do Algarve ("CIMAAL");
- Centro Nacional de Informação e Arbitragem de Conflitos de Consumo ("CNIACC").

The Non-Professional Investor's may submit to CACC any dispute related to collective Investment Undertakings that don't exceed 30,000.00 Euros.

For more information, please visit the CMVM website (www.cmvm.pt).

Lisbon, April 22, 2025