

# Cape Capital

## Information about our Financial Services<sup>1</sup>

Dear Sir or Madam

This information brochure is intended to inform you about Cape Capital AG ("Cape Capital"), our measures to avoid loss of contact or dormancy, the financial services we offer and the associated risks, the handling of conflicts of interest and the initiation of mediation proceedings before the ombudsman's office. The information in this brochure may change from time to time. The latest version of this brochure can be found on our Cape Capital website at [www.capecapital.com](http://www.capecapital.com).

We will inform you about the costs and fees of the financial services offered separately or in the respective appendix to the financial services agreement.

For information on the risks generally associated with financial instruments, please refer to the brochure "[Risks associated with trading in financial instruments](#)" published by the Swiss Bankers Association.

This Cape Capital Information about our Financial Services fulfils the information requirements of the Swiss Financial Services Act ("FinSA") and is intended to provide you with an overview of Cape Capital's financial services. Should you require further information, please do not hesitate to contact us for a personal consultation.

Cape Capital

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<sup>1</sup> This text applies mutatis mutandis to female and plural persons.

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## 1. ABOUT CAPE CAPITAL

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As asset manager of collective assets, Cape Capital is, among others, subject to the rules under the Swiss Financial Institutions Act ("FinIA"), Financial Services Act ("FinSA") and the Federal Act on Collective Investment Schemes ("CISA").

Cape Capital is licensed and supervised by the Swiss Financial Market Supervisory Authority FINMA, Laupenstrasse 27, 3003 Berne.

For further information about our services, please contact your client relationship manager or contact us under:

Cape Capital AG  
Utoquai 55  
8008 Zürich  
Phone: + 41 43 888 60 60  
Email: info@capecapital.com

Cape Capital is subject to professional secrecy in accordance with FinIA.

Cape Capital has no economic ties to third parties that may lead to a conflict of interest. If Cape Capital builds economic ties to third parties that give rise to the risk of conflicts of interest, Cape Capital will take precautions to minimise these risks.

## 2. DORMANT ASSETS

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It may be the case that contacts with clients are broken off and the assets subsequently become dormant. Such assets can be permanently forgotten by clients and their heirs. The following is recommended to avoid loss of contact or dormancy:

- Changes of address and name: Please notify us immediately if you change your place of residence, address or name.
- Special instructions: Please inform us of any longer absences and of any redirection of correspondence to a third-party address or withholding of correspondence, as well as of availability in urgent cases during this time.
- Granting of powers of attorney: It may be advisable to designate an authorised person whom Cape Capital can approach in the event that contact is broken off.
- Orientation of trusted persons and testamentary disposition: Another way to avoid a lack of contact and information is to inform a trusted person about the relationship with Cape Capital. However, Cape Capital may only provide information to such a person of trust if they have been authorised to do so in writing. Furthermore, the assets concerned can be mentioned in a testamentary disposition, for example.

Please let Cape Capital know in case of any questions.

Further information can also be found in the brochure "Dormant Assets" published by the Swiss Bankers Association.

### 3. CLIENT SEGMENTATION

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According to FinSA, all financial intermediaries/service providers must assign their clients to a client segment as either private (retail), professional or institutional clients. Each segment is assigned a different level of protection with regard to information duties, suitability and appropriateness obligations, documentation and accountability duties.

In the absence of a written declaration to the contrary, each client is deemed to be a private client in accordance with FinSA. If the Client is assigned to another client segment by means of a written declaration, the client agrees that the provisions of the corresponding client segment pursuant to the FinSA shall apply to the client and shall take precedence over the provisions of the service agreement.

Please note that Cape Capital only provides financial services to professional and institutional clients. If Cape Capital assigns the client to the "professional Client" segment or if the client has declared by means of opting-in or opting-out that he wishes to be considered a professional client, the client expressly waives the right for Cape Capital to apply the rules of conduct in accordance with Art. 8 FinSA (content and form of information), Art. 9 FinSA (timing and form of information), Art. 15 FinSA (documentation) and Art. 16 FinSA (accountability).

Before providing financial services to you, we will segment and subsequently inform you about your segmentation as either professional or institutional client, based on information available to us.

Any client may wish to change the client segmentation by way of declaring an opting-in or opting-out, which will also change the level of client protection and conduct obligations for the client relationship. Cape Capital's client relationship manager will be happy to explain the available opting-in and/or opting-out options in detail. Any declaration of an opting-in or opting-out will only be legally binding for Cape Capital upon respective written confirmation to the client.

Every segmentation undertaken by Cape Capital applies in general for all financial services, which Cape Capital offers or provides to clients, unless clients have explicitly instructed Cape Capital otherwise in writing.

Clients are requested to inform Cape Capital of any relevant changes in the circumstances underlying your classification which would result in clients no longer meeting the necessary requirements for classification as professional or institutional client or if they would like to withdraw their opting-in or opting-out declaration.

As soon as Cape Capital becomes aware that the criteria for the original classification are no longer fulfilled, Cape Capital will independently adjust your classification and inform the client accordingly. In such cases, Cape Capital is authorised to return, exchange or sell all financial instruments that may only be held by clients of the initial classification, to terminate agreements for financial services or to cease providing financial services in the future.

The Client has been informed and agrees to be a qualified investor within the meaning of the Collective Investment Schemes Act. Cape Capital has informed the Client of the associated risks. The Client is aware and agrees that a change to being a non-qualified investor is not possible under this Agreement.

### 3.1. Segmentation as private clients

Private Clients are Clients who are not professional Clients or institutional Clients.

### 3.2. Segmentation as professional clients

Professional Clients are considered to be:

- a) public corporations with professional vaulting services;
- b) Pension funds and institutions which, according to their purpose, serve occupational pension plans, with professional vaulting services;
- c) Company with professional safes;
- d) large companies that exceed two of the following sizes:
- e) Balance sheet total of CHF 20 million;
- f) Sales revenue of CHF 40 million;
- g) Equity capital of 2 million francs.
- h) private investment structures set up for wealthy private Clients with professional vaulting services

High-net-worth private clients and private investment vehicles set up for them can declare that they wish to be considered professional clients (opting out).

Professional Clients can declare that they wish to be considered as private Clients (opting-in).

### 3.3. Segmentation as institutional clients

Institutional Clients are considered to be:

- a) Financial intermediaries pursuant to the Banking Act (BankA), the Financial Institutions Act
- b) (FINIG) and the Collective Investment Schemes Act (CISA);
- c) insurance undertakings in accordance with the Insurance Supervision Act (VAG);
- d) foreign Clients subject to prudential supervision, such as those referred to in points a) and b) above;
- e) Central Banks;
- f) national and supranational public-law bodies with professional treasury services.
- g) The following Clients may declare that they wish to be considered institutional Clients. (opting out):
- h) Pension funds and institutions which, according to their purpose, serve occupational pension plans, with professional vaulting services;
- i) Company with professional safes;
- j) Swiss and foreign collective investment schemes and their management companies that do not already qualify as institutional Clients.

Institutional Clients can declare that they wish to be considered professional Clients (opting-in).

## 4. INFORMATION ON OUR FINANCIAL SERVICES

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### 4.1. Asset Management Services

#### 4.1.1. Nature, characteristics and functioning of the financial service

In asset management services, Cape Capital manages assets deposited by the client with a custodian bank in the name, for the account and at the risk of the client. Cape Capital carries out transactions at his own discretion and without consulting the client. In doing so, Cape Capital ensures that the transaction

executed by Cape Capital corresponds to the client's financial circumstances and investment objectives as well as the investment strategy agreed with the client and ensures that the portfolio structuring is suitable for the client.

#### 4.1.2. Rights and obligations

In asset management services, the client has the right to manage the assets in the clients' portfolio. In doing so, Cape Capital selects the investments to be included in the portfolio with due care within the framework of the considered market offerings. Cape Capital ensures appropriate risk diversification insofar as the investment strategy permits. Cape Capital regularly monitors the assets under its management and ensures that the investments are in line with the agreed investment strategy and are suitable for the client.

The asset manager regularly informs the client about the asset management agreed and provided.

#### 4.1.3. Risks

Asset management services generally involve the following risks, which lie within the client's sphere of risk and are therefore borne by the client:

- Risk of the selected investment strategy: Various risks may arise from the investment strategy selected and agreed by the client (see below). The client bears these risks in full. A presentation of the risks and a corresponding risk disclosure are provided before the investment strategy is agreed.
- Preservation of value risk or the risk that the financial instruments in the portfolio will lose value: This risk, which may vary depending on the financial instrument, is borne in full by the client. For the risks of the individual financial instruments, please refer to the brochure "[Risks in trading with financial instruments](#)" published by the Swiss Bankers Association.
- Information risk on the part of the asset manager or the risk that the asset manager has too little information to be able to make an informed investment decision: When managing assets, the asset manager takes into account the client's financial circumstances and investment objectives (suitability test). If the client provides the asset manager with insufficient or inaccurate information about his financial circumstances and/or investment objectives, there is a risk that the asset manager will not be able to make suitable investment decisions for the client.
- Risk as a qualified investor in collective investment schemes: Clients who use asset management within the framework of a long-term asset management relationship are deemed to be qualified investors within the meaning of the Collective Investment Schemes Act. Qualified investors have access to forms of collective investment schemes that are exclusively open to them. This status enables a broader range of financial instruments to be taken into account when organising the portfolio. Collective investment schemes for qualified investors may be exempt from regulatory requirements. Such financial instruments are therefore not or only partially subject to Swiss regulations. This may give rise to risks, particularly in terms of liquidity, investment strategy or transparency. Detailed information on the risk profile of a specific collective investment scheme can be found in the constituent documents of the financial instrument and, where applicable, in the key information document and the prospectus.

Furthermore, risks arise in asset management services which lie within Cape Capital's sphere of risk and for which Cape Capital is liable to the client. Cape Capital has taken appropriate measures to counter these risks, in particular by observing the principle of good faith and the principle of equal treatment when processing client orders. Furthermore, the asset manager ensures the best possible execution of client orders.

#### 4.1.4. Considered Market Offering

The market offering taken into account when selecting financial instruments includes own and third-party financial instruments. The following financial instruments are available to the client as part of asset management:

- Shares listed on stock exchanges/trading centres;
- Debt securities issued by corporates listed on relevant exchanges/trading centres;
- Units in collective investment schemes;
- Structured products issued by UBS ZKB, Credit Suisse & LGT (non-exclusive list);
- Derivatives issued by UBS, ZKB, Credit Suisse & LGT (non-exclusive list).

## 4.2. Advisory Services

### 4.2.1. Nature, characteristics and functioning of the financial service

As part of comprehensive investment advice, Cape Capital advises the client on transactions with financial instruments on a dedicated agreed clients' portfolio. Cape Capital ensures that the recommended transaction corresponds to the client's financial circumstances and investment objectives (suitability test) and needs or the investment strategy agreed with the client. The client then decides to what extent the client wishes to follow Cape Capital's recommendation.

### 4.2.2 Rights and obligations

In the case of comprehensive advice, the client has the right to receive personalized investment recommendations that are suitable for the client. Comprehensive investment advice is provided as agreed in the service agreement between Cape Capital and the client in relation to financial instruments within the scope of the market offer taken into account. Cape Capital advises the client to the best of his knowledge and belief and with the same diligence that Cape Capital would apply to its own affairs.

Cape Capital regularly checks whether the structuring of the portfolio for comprehensive investment advice corresponds to the agreed investment strategy. If it is established that there is a deviation from the agreed percentage structuring, Cape Capital will recommend corrective measures to the client.

Cape Capital shall inform the client immediately of any significant difficulties that could impair the correct processing of the order. Furthermore, Cape Capital shall regularly inform the client about the investment advice agreed and provided.

### 4.2.3. Risks

Comprehensive investment advice generally involves the following risks, which lie within the client's sphere of risk and are therefore borne by the client:

- **Risk of the selected investment strategy:** Various risks may arise from the investment strategy selected and agreed by the client (see below). The client bears these risks in full. A presentation of the risks and a corresponding risk disclosure are provided before the investment strategy is agreed.
- **Risk that the financial instruments in the portfolio will lose value:** This risk, which may vary depending on the financial instrument, is borne in full by the client. For the risks of the individual

financial instruments, please refer to the brochure "[Risks in trading with financial instruments](#)" published by the Swiss Bankers Association.

- **Information risk on the part Cape Capital:** or the risk that Cape Capital has too little information to be able to make a suitable recommendation: When providing comprehensive investment advice, Cape Capital takes into account the financial circumstances and investment objectives (suitability test) as well as the client's needs. If the client provides Cape Capital with insufficient or inaccurate information about his financial circumstances, investment objectives or needs, there is a risk that Cape Capital will not be able to provide the client with suitable advice.
- **Information risk on the part of the client** or the risk that the client has too little information to make an informed investment decision: Even if Cape Capital takes the portfolio into account when providing comprehensive investment advice, it is the client who makes the investment decisions. Accordingly, the client requires specialised knowledge in order to understand the financial instruments. This creates the risk for the client that they will not follow suitable investment recommendations due to a lack of or inadequate financial knowledge.
- **Risk with regard to timing when placing an order** or the risk that the client places a buy or sell order too late after receiving advice, which can lead to price losses: The recommendations made by Cape Capital are based on the market data available at the time the advice is given and are only valid for a short period of time due to market dependency.
- **Risk of a lack of monitoring** or the risk that the client does not monitor its portfolio or monitors it inadequately: Before making an investment recommendation, Cape Capital reviews the composition of the portfolio. Cape Capital has no obligation to monitor the structuring of the portfolio at any time outside of the advisory process. Inadequate monitoring by the client can be associated with various risks, such as cluster risks.
- **Risk as a qualified investor in collective investment schemes:** Clients who receive comprehensive investment advice as part of a long-term investment advisory relationship are considered qualified investors within the meaning of CISA. Qualified investors have access to forms of collective investment schemes that are exclusively open to them. This status enables a broader range of financial instruments to be taken into account when organising the portfolio. Collective investment schemes for qualified investors may be exempt from regulatory requirements. Such financial instruments are therefore not or only partially subject to Swiss regulations. This may give rise to risks, particularly in terms of liquidity, investment strategy or transparency. Detailed information on the risk profile of a specific collective investment scheme can be found in the constituent documents of the financial instrument and, where applicable, in the key information document and the prospectus.

Furthermore, comprehensive investment advice gives rise to risks that lie within Cape Capital's sphere of risk and for which Cape Capital is liable to the client. Cape Capital has taken appropriate measures to counter these risks, in particular by observing the principle of good faith and the principle of equal treatment when processing client orders. Furthermore, Cape Capital ensures the best possible execution of client orders.

#### 4.2.4. Considered Market Offering

The market offering taken into account when selecting financial instruments comprises own and third-party financial instruments. The following financial instruments are available to the client as part of the comprehensive investment advice:

- Shares listed on stock exchanges/trading centres;



- Debt securities issued by corporates listed on relevant exchanges/trading centres;
- Units in collective investment schemes;
- Structured products issued by UBS ZKB, Credit Suisse & LGT (non-exclusive list);
- Derivatives issued by UBS, ZKB, Credit Suisse & LGT (non-exclusive list).

## 4.3 Transaction-based investment advice

### 4.3.1. Nature, characteristics and functioning of the financial service

As part of transaction-related investment advice, Cape Capital advises the client in relation to individual transactions with financial instruments without considering the client's portfolio. When providing advice, Cape Capital considers the client's knowledge and experience (appropriateness) as well as the client's needs and, based on this, makes personal recommendations to the client for the purchase, sale or holding of financial instruments. The client decides for himself to what extent he wishes to follow Cape Capital's recommendation. They are responsible for structuring their own portfolio. The composition of the portfolio and the suitability of a financial instrument for the client, i.e. whether a financial instrument corresponds to the client's investment objectives and financial circumstances, is not reviewed by Cape Capital.

### 4.3.2 Rights and obligations

In the case of transaction-related investment advice, the client has the right to personalised investment recommendations. Transaction-related investment advice is provided as agreed between Cape Capital and the client's service agreement in relation to financial instruments within the scope of the market offering considered. Cape Capital advises the client to the best of his knowledge and belief and with the same diligence that he applies to his own affairs.

Cape Capital shall inform the client immediately of all material circumstances that could affect the correct processing of the order. Furthermore, Cape Capital shall regularly inform the client about the investment advice agreed and provided.

### 4.3.3. Risks

Transaction-related investment advice generally entails the following risks, which lie within the client's sphere of risk and are therefore borne by the client:

- **Preservation of value risk** or the risk that the financial instruments in the portfolio will lose value: This risk, which may vary depending on the financial instrument, is borne in full by the client. For the risks of the individual financial instruments, please refer to the brochure "[Risks in trading with financial instruments](#)" published by the Swiss Bankers Association.
- **Information risk on the part of Cape Capital** or the risk that Cape Capital has not sufficient information to be able to make an appropriate recommendation: When providing transaction-related investment advice, Cape Capital considers the client's knowledge, experience and needs. If the client provides Cape Capital with insufficient or inaccurate information about his knowledge, experience and/or needs, there is a risk that Cape Capital will not be able to advise the client appropriately.

- **Information risk on the part of the client** or the risk that the client has not sufficient information to be able to make an informed investment decision: Cape Capital does not take into account the composition of the portfolio when providing transaction-related investment advice and does not carry out a suitability test with regard to the client's investment objectives and financial circumstances. Accordingly, the client requires specialised knowledge to understand the financial instruments. Transaction-based investment advice therefore creates the risk for the client that, due to a lack of or inadequate financial knowledge, the client may make investment decisions that do not correspond to its financial circumstances and/or investment objectives and are therefore not suitable for the client.
- **Risk with regard to timing when placing an order** or the risk that the client places a buy or sell order too late after receiving advice, which can lead to price losses: The recommendations made by Cape Capital are based on the market data available at the time the advice is given and are only valid for a short period of time due to market dependency.
- **Risk of inadequate monitoring** or the risk that the client does not monitor or insufficiently monitors his portfolio: At no time does Cape Capital have a duty to monitor, advise, warn or inform with regard to the quality of the individual positions and/or the structuring of the portfolio. Inadequate monitoring by the client may be associated with various risks, such as cluster risks.
- **Risk as a qualified investor in collective investment schemes:** Clients who take advantage of transaction-related investment advice as part of a long-term investment advisory relationship are considered qualified investors within the meaning of CISA. Qualified investors have access to forms of collective investment schemes that are exclusively open to them. This status enables a broader range of financial instruments to be considered when structuring the portfolio. Collective investment schemes for qualified investors may be exempt from regulatory requirements. Such financial instruments are therefore not or only partially subject to Swiss regulations. This may give rise to risks, particularly in terms of liquidity, investment strategy or transparency. Detailed information on the risk profile of a specific collective investment scheme can be found in the constituent documents of the financial instrument and, where applicable, in the key information document and the prospectus.

Furthermore, transaction-related investment advice gives rise to risks that lie within Cape Capital's sphere of risk and for which Cape Capital is liable to the client. Cape Capital has taken appropriate measures to counter these risks, in particular by observing the principle of good faith and the principle of equal treatment when processing client orders. Furthermore, Cape Capital ensures the best possible execution of client orders.

#### 4.3.4. Considered Market Offering

The market offering taken into account when selecting financial instruments comprises own and third-party financial instruments. The following financial instruments are available to the client as part of the comprehensive investment advice:

- Shares listed on stock exchanges/trading centres;
- Debt securities issued by corporates listed on relevant exchanges/trading centres;
- Units in collective investment schemes;

- Structured products issued by UBS ZKB, Credit Suisse & LGT (non-exclusive list);
- Derivatives issued by UBS, ZKB, Credit Suisse & LGT (non-exclusive list).

## 4.4. Execution Only

### 4.4.1. Nature, characteristics and functioning of the financial service

Execution Only refers to all financial services that relate purely to the transmission of client orders by Cape Capital without any advice or management. In the case of execution only, orders are initiated exclusively by the client and transmitted by Cape Capital. Cape Capital does not examine the extent to which the transaction in question corresponds to the client's knowledge and experience (appropriateness) and financial circumstances and investment objectives (suitability). In connection with the future placing of orders by the client, Cape Capital will not point out again that no appropriateness and suitability test is carried out.

### 4.4.2. Rights and Obligations

With Execution Only, the client has the right to place orders to buy or sell financial instruments within the scope of the considered market offering. Cape Capital is obliged to transmit orders for execution with the same diligence that Cape Capital would apply in its own affairs.

Cape Capital shall inform the client immediately of any significant circumstances that could affect the correct processing of the order. Furthermore, Cape Capital shall regularly inform the client about the agreed and executed orders.

### 4.4.3. Risks

In the case of Execution Only, the following risks generally arise, which lie within the clients' sphere of risk and are therefore borne by the client:

- **Preservation of value risk** or the risk that the financial instruments in the portfolio will lose value: This risk, which may vary depending on the financial instrument, is borne entirely by the client. For the risks of the individual financial instruments, please refer to the brochure "[Risks in trading financial instruments](#)" published by the Swiss Bankers Association.
- **Information risk on the part of the client** or the risk that the client has too little information to make an informed investment decision: With Execution Only, the client makes investment decisions without the involvement of Cape Capital. Accordingly, the client needs specialist knowledge to understand the financial instruments and time to familiarise himself with the financial markets. If the client does not have the necessary knowledge and experience, the client runs the risk of investing in a financial instrument that is inappropriate for the client. A lack of or inadequate financial knowledge could also result in the client making investment decisions that do not correspond to the clients' financial circumstances and/or investment objectives.
- **Risk with regard to the timing of order placement** or the risk that the client chooses a bad time to place the order, which leads to price losses.
- **Risk of inadequate monitoring** or the risk that the client does not monitor or insufficiently monitors his portfolio: Cape Capital has no duty to monitor, warn or inform at any time. Inadequate monitoring by the client can be associated with various risks, such as cluster risks.

Furthermore, Execution Only gives rise to risks that lie within the Cape Capital's sphere of risk and for which Cape Capital is liable to the client. Cape Capital has taken suitable measures to counter these risks, in particular by observing the principle of good faith and the principle of equal treatment when processing client orders. Furthermore, Cape Capital ensures the best possible execution of client orders.

#### 4.3.4. Considered Market Offering

The market offering considered when selecting financial instruments is based on that of the custodian bank chosen by the client.

## 5. DEALING WITH CONFLICTS OF INTEREST

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Conflicts of interest may arise if Cape Capital:

- can gain a financial advantage or avoid a financial loss at the expense of clients in breach of good faith;
- has an interest in the outcome of a financial service provided to clients that is contrary to that of the clients;
- has a financial or other incentive in the provision of financial services to favour the interests of particular clients over the interests of other clients; or
- accepts an incentive in the form of financial or non-financial benefits or services from a third party in breach of good faith in relation to a financial service provided to the client.

Conflicts of interest may arise in connection with execution-only, transaction-related investment advice, comprehensive investment advice and asset management. They arise in particular through the combination of:

- several client orders;
- client orders with own transactions or other own interests of Cape Capital or companies affiliated with Cape Capital; or
- client orders with transactions of Cape Capital's employees.

The asset manager has issued internal directives and taken organisational precautions to identify conflicts of interest and prevent them from being detrimental to the client:

- Cape Capital has established independent controls that continuously monitors Cape Capital's investment and employee transactions as well as compliance with the rules of market conduct. Effective control and sanction measures enable Cape Capital to avoid conflicts of interest.
- When executing orders, the asset manager observes the priority principle, i.e. all orders are recorded immediately in the chronological order in which they are received.
- Cape Capital creates areas of confidentiality within Cape Capital as well as a personal and spatial separation of client and proprietary trading.
- Cape Capital shall require its employees to disclose any mandates that could lead to a conflict of interest.

- Cape Capital designs his remuneration policy in such a way that no incentives for frowned upon behaviour arise.
- Cape Capital shall provide its employees with regular further training and ensure that the employees have the necessary expertise.
- Cape Capital consults the control function(s) in the event of possible conflicts of interest and has them authorised.

In the context of Cape Capital's services, Cape Capital does not accept any compensation from third parties.

If required and/or requested, Cape Capital will provide you with further information on possible conflicts of interest in connection with the services provided by Cape Capital and the precautions taken to protect the client.

## 6. COMPLAINTS MANAGEMENT / MEDIATION PROCEDURE / OMBUDSMAN'S OFFICE

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Your satisfaction is our concern.

At Cape Capital, we provide a comprehensive and highly personalized set of advisory services built to help our clients discover new opportunities and realize their investment goals. Ensuring client satisfaction is our priority. We appreciate your feedback and take every comment and complaint seriously.

Should you not be satisfied with our services, we kindly ask you to send us an email at [info@capecapital.com](mailto:info@capecapital.com).

We handle all requests and complaints in line with our regulatory obligations and internal procedures. In order to address your request or complaint efficiently and swiftly, we require your full name and contact details as well as the reason for your request or complaint in as much detail as possible alongside any relevant documents.

We will acknowledge the receipt of your request or complaint and will provide you with an answer to your request or complaint as soon as possible.

We may request the provision of additional information necessary to confirm your identity when you file a request or complaint.

If Cape Capital has nevertheless rejected a legal claim on your part, you can initiate mediation proceedings through the ombudsman's office. In this case, please contact:

Finanzombudsstelle Schweiz (FINOS), Talstrasse 20, CH-8001 Zurich, Switzerland; Tel: +41(0)445520800; Website: <https://www.finos.ch/>.