

HANDLING OF CLIENT COMPLAINTS

Clients who are dissatisfied with investment services or related services provided by NRP Project Finance AS, or by the firm's tied agent NRP Capital Advisory AS, may submit a complaint to the firm. This document outlines how clients can submit their complaint and describes NRP Project Finance AS' procedures for handling client complaints.

1. How to Submit a Complaint

Client complaints to NRP Project Finance AS may be submitted in writing to:

E-mail:

compliance@nrp.no

Postal address:

NRP Project Finance AS
Drammensveien 88B
0271 OSLO
Norway

Employees of NRP Project Finance AS can, upon request, assist clients in formulating a complaint and ensure that it is forwarded to the firm's Compliance Officer.

2. Receipt and Registration of Complaints

The Compliance Officer is responsible for handling client complaints and for receiving, assessing, and responding to all submitted complaints.

The firm maintains a register for complaints and complaint handling. For each complaint, the following information is recorded:

- Date of receipt
- Client identity
- Brief description of the content of the complaint
- Date of response
- Outcome of the complaint handling, including whether the matter is considered resolved or followed up through external assistance

All documentation related to the complaint is retained for five years after the complaint handling has been concluded.

3. Assessment of Complaints

When handling a complaint, the Compliance Officer shall obtain all relevant information necessary to conduct a thorough and comprehensive assessment. This includes presenting the complaint to the employees involved for comments, as well as identifying and managing any potential conflicts of interest.

Based on the information obtained, the Compliance Officer shall assess:

- whether the content of the complaint indicates systematic or structural issues within the firm requiring the establishment or adjustment of internal procedures, employee training, or other administrative measures
- whether the complaint contains information that may have employment-related implications
- whether the content of the complaint indicates a need for external assistance

4. Communication With Clients

Clients who submit a complaint shall receive written confirmation that the complaint has been received and taken under review no later than one week after receipt. Further follow-up shall be carried out without undue delay.

All communication from the firm to clients shall be clear and easily understandable, and provided in a written format that ensures integrity and traceability.

NRP Project Finance AS shall, upon request, provide clients with written information about the firm's complaint-handling procedures, including how a complaint may be submitted. Information about the complaint process shall also be available on the firm's website.

5. Reporting and Internal Follow-up

NRP Project Finance AS reports annually to the Financial Supervisory Authority of Norway (Finanstilsynet) on complaints received and handled. The firm's Board of Directors regularly receives an overview of incoming complaints and the status of complaint handling. The Managing Director is kept continuously informed and is involved in the handling of all client complaints.

Version: 18.03.2026