



Complaints Procedure

Purpose

The purpose of the Complaints Procedure is to provide clients of Stone Coast Fund Services LLC and Stone Coast Fund Services Ltd. (“Stone Coast”) with clear guidance as to how to address Stone Coast with a complaint to ensure both timeliness of response and adequate associated recordkeeping.

Procedure

While service issues may arise over the course of a client relationship, the vast majority of them will be resolved in the ordinary course through the efforts of the relevant Operations teams and will not rise to the level of a complaint. Stone Coast views a complaint as a formal expression by a client of serious dissatisfaction with a Stone Coast product, service, policy, or employee, or any combination of the foregoing (“Complaint”). To ensure proper tracking and documentation, Complaints should be submitted to Rob Larson and/or Nina Garrison of the Client Relationship Optimization team (“CROP Team”). The Complaint may be made in writing or may be made verbally over the phone or in person by contacting the CROP Team, located at Two Portland Square, Portland, ME 04101, via email at rlarson@stone-coast.com and ngarrison@stone-coast.com or via phone at (207)-699-2680.

Within five business days of receipt of the Complaint, acknowledgement of the Complaint will be provided to the authorized person at the fund client or fund manager who submitted the Complaint.