



## Complaint Form

To file a complaint with  
Bonafide Wealth Management AG, Höfle 30, 9496 Balzers

Person responsible for the complaint:  
Erhard Christelbauer, [ec@bonafide-ltd.com](mailto:ec@bonafide-ltd.com)

# Complaint Form

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## 1. Complainant

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*Last Name / First Name*

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*Address, City, State, Zip Code*

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*Country of Residence*

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*E-Mail*

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*Complaint Date*

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## 2. Subject of the complaint

- Portfolio Management
- Investment Advisory
- Acceptance and transmission of orders concerning one or more financial instruments
- Execution of orders on behalf of the client
- Securities and financial analysis or other forms of general advice concerning transactions in financial instruments
- Advising companies on capital structuring, industry-specific strategy, and related issues, and providing advice and services on corporate mergers and acquisitions
- Description of the alleged breach of duty by the asset management company:
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### 3. Claim of the complainant against the asset management company

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### 4. Informationen on the procedure

If possible, the complaint shall be submitted electronically to the above-mentioned e-mail address. The asset management company will endeavour to collect and examine all relevant evidence and information relating to the complaint. The complainant will receive a statement on his/her complaint within 20 days.

The complainant has the possibility to additionally approach the independent arbitration board with his or her request. However, it is recommended to wait for the statement of the asset management company first.

#### **Liechtensteinische Schlichtungsstelle**

Dr. Peter Wolff, Rechtsanwalt

Landstrasse 60

Postfach 343

9490 Vaduz

Phone +423 220 20 00

Fax +423 220 20 01

info@schlichtungsstelle.li

The arbitration board is neither a court nor does it have jurisdiction. Rather, it promotes discussion between the parties involved and submits a negotiated solution to them. Since the parties are not bound by the conciliation board's proposal, they are free to accept it or to take other measures, such as legal action.

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5. To be completed by the asset management company

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*Date Complaint received*

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*Date Response to complainant*

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*Result of complaint handling*

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