

December 2023



FTI Consulting Cayman Islands Complaints Handling Policy

FTI Consulting (Cayman) Ltd (“FTI Cayman”)

FTI Consulting Corporate Services (Cayman) Limited (“FTI
Corporate Services”)

FTI Capital Management (Cayman) Limited (“FTI Capital
Management”)

(together the “Companies”)

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Overview

The Companies are committed to providing clients with the highest quality service. This policy sets out the procedure for clients to file a complaint in the event the services provided to the client are not satisfactory, and the procedure that the Companies will follow to address any complaints received.

Primary Engagement Contact

In the event a client (the “Complainant”) is not satisfied with the services provided to them by the Companies, they are encouraged to raise this matter as soon as possible with their primary FTI contact, or the Senior Managing Director appointed to the engagement concerned (the “Primary Engagement Contact”).

Complaints Procedure

If any dissatisfaction is not resolved by the Primary Engagement Contact, all complaints should be made in writing, detailing the nature of the complaint, the Complainant’s relationship with the client, and all relevant documentation to support the complaint.

The staff member receiving the complaint should provide the complaint immediately to the Companies’ Cayman Islands-based senior managing directors, David Griffin, Andrew Morrison and Iain Gow (the “Senior Managing Directors”).

The Senior Managing Directors will be responsible for ensuring the complaint is handled in accordance with these procedures.

The Senior Managing Directors will inform the Companies’ Anti-Money Laundering Compliance Officer (the “AMLCO”), who will record the complaint on the Companies’ Complaints Log.

The Primary Engagement Contact will acknowledge the complaint in writing within 24 hours of receipt, setting out the Companies’ understanding of the complaint, seek any additional clarification and give the Complainant an expected timescale in which they should expect a response.

The Senior Managing Directors will commence an appropriate investigation into the complaint in a timely manner. The Senior Managing Directors will keep the AMLCO updated as to the progress of the investigation.

The Complainant will be invited to participate in a meeting or call to discuss the complaint. If a meeting is impractical, the Complainant will receive a response in writing.

A final written response will be sent to the Complainant as soon as possible, but no later than 1 month following receipt of the complaint. The response will contain:

- The outcome of the investigation
- A clear explanation as to why the complaint has been upheld or rejected
 - Details of the resolution (if applicable)
 - Where a complaint has been rejected, the Complainant will receive instructions of how they may escalate their complaint to a representative of FTI Consulting Inc or, if applicable, the Cayman Islands Monetary Authority (FTI Corporate Services and FTI Capital Management complaints only).

Where a complaint has been upheld, the Primary Engagement Contact will recommend procedures to the Boards of Directors, to prevent similar issues re-occurring in the future.

The Primary Engagement Contact will provide the AMLCO with full details of the complaint and resolution, including copies of all correspondence and supporting documentation relating to the complaint.

The AMLCO will update the Complaints Log with the resolution details.

The Companies wish to respond to all complaints as flexibly as possible, in order to resolve complaints to mutual satisfaction. The Companies may therefore adapt the procedure in some instances, where appropriate. The Companies will endeavour to keep the Complainant informed at appropriate times during the process.

The Companies reserve the right to dismiss a complaint at any time, if they reasonably determine that it is frivolous, spurious, or vexatious in nature.