

**Our Consumer Duty assessment process** involved collecting data from diverse sources, such as company websites, reports, and datasets. We conducted an evaluation of the Regional REIT and its peers, assessing their compliance with the consumer duty guidelines established by the FCA. Throughout the assessment, we encompassed various elements, including fair value assessment, cost-benefit analysis, consideration of contextual factors, evaluation of differential outcomes, and examination of data and governance practices. The resulting document provides a concise overview of Regional REIT’s performance and offers a comparative analysis of its peers in relation to meeting consumer protection standards.

**Rating system** We implemented a four-star rating system to illustrate the compliance with FCA guidelines and the performance of Regional REIT compared to its peers and the overall market.

★★★★★ - Evidences comprehensive consumer duties

★★★★☆ - **Fulfilled a significant portion of consumer duties**

★★★☆☆ - Consumer duties are met

★★☆☆☆ - Areas for improvement have been identified

**Summary** Our qualitative assessment is to assign Regional REIT with ★★★★★ across the Consumer Duty assessment, demonstrating strong consumer focus in most areas assessed.

The Company’s communication has been excellent relative to its close peers. Returns have remained low; however, the reasoning is clear with prospects improving from the capital raise. Regional REIT’s transparency combined with the improving market outlook lend itself well to consumer duties going forward.

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Categories	Rating	Outcome
Board governance	★★★★★	Management and control is experienced and diverse
Integrity	★★★★★	Readable risk disclosures
Financial prudence	★★★★☆	Maintains adequate financial resources and good disclosures
Consumers financial objectives	★★★★☆	Clear objectives to the target market
Assessment of the target market	★★★★★	Target market remains suitable
Consumer understanding	★★★★★	Meets all regulatory performance requirements
Performance	★★★☆☆	Total returns low compared with industry peers
Dividends	★★★★★	Dividend yields are high compared to peers
Risk adjusted performance	★★★☆☆	Market risk is fair; however, returns have been low
Peer group sensitivities	★★★★★	Common investment sensitivities with UK peers
Economic sensitivities	★★★★★	Sensitive to UK AIM and UK Office Space
Consumer financial objectives	★★★★☆	Downside return expectations fair and clearly disclosed
Cost comparison: Economies of scale	★★★★☆	Economies of scale and costs are fair with accurate disclosure
Market rate and charges	★★★★☆	Expense ratio comparable to industry peers
<b>Overall Consumer Duty Assessment</b>	★★★★☆	<b>Generating income, fair risk for a geared REIT exposure</b>