

COMPLAINTS

Luxcellence Management Company S.A has established a “complaint policy” which enables clients and investors of the funds under collective management to complain in one of the official languages of the country where the fund is authorized for distribution.

Clients and investors of the funds under collective management have the possibility to lodge their complaints by sending it to the registered office of Luxcellence Management Company S.A :

Luxcellence Management Company S.A
Compliance department
5, allée Scheffer
L-2520 Luxembourg
Grand Duchy of Luxembourg

We pay a particular attention to ensure that investors complaints are promptly and effectively analysed and handled.

In order to enable us to respect the previous principle, the following documents have to be communicated :

- a copy of a valid Identity Document (ID) of the claimant (natural person) or, where the claimant is a legal person, of the natural person representing this legal person
- in the case where a claimant acts on behalf of another physical person or on behalf of a legal person, a document showing that the person is legally entitled to act so
- a detailed and chronological statement of the facts underlying the complaint

As a general principle, an acknowledgment of receipt to the attention of the complainant will be sent within a maximum of ten business days after the reception of the complaint unless the response is produced during this period. Moreover, the date of the response to the claimant will not exceed one month from the date of receipt of the complaint. The Claimant will be kept informed about the follow-up of the treatment of the claim. When a response can not be produced within one month, Luxcellence Management Company S.A will inform the claimant about the reasons of the delay and the date at which the response will be possibly sent.

The claimant is informed that based on CSSF Regulation N° 16-07 relating to the out-of-court resolution of complaints, where the claimant considers that he did not receive an answer or a satisfactory answer within the one month period mentioned above, s/he may file his/her request with the Commission de Surveillance du Secteur Financier within one year after s/he filed his/her complaint with Luxcellence Management Company S.A.

The request must be filed with the CSSF in writing, by post or by fax to the CSSF or by email (to the address/number available on the CSSF website), or online on the CSSF website. In order to facilitate the filing of a request, the CSSF publishes a form on its website.

The detailed policy of Complaints Handling can be obtained free of charge by contacting Luxcellence Management Company S.A either :

- by email : info@luxcellence.lu
- by mail addressed to : Luxcellence Management Company S.A,
5, Allée Scheffer
L-2520 Luxembourg
- by phone : +352 47 67 53 01