

Link Fund Solutions (Luxembourg) S.A.

Complaints Handling Policy & Procedure – Executive Summary

Link Fund Solutions (Luxembourg) S.A. (“LFSL”) is committed to delivering exceptional client service including resolution of clients complaints in a fair and equitable manner. Clients can file complaints free of charge. The handling of complaints is a high priority in every instance with prompt resolution being the ultimate aim.

In accordance with the laws and regulations in force, LFSL has established a Complaints Handling Policy & Procedure (the “Policy”) which aims to ensure that complaints are handled fairly and promptly pursuant to the legal requirements.

For the purpose of this Policy a complaint is, as defined in CSSF Regulation 16-07 relating to out-of-court complaint resolution, a complaint filed with a professional to recognise a right or to redress a harm. Routine queries such as requests for confirmation, explanation or similar matters are not considered to be a complaint.

Complaints may be submitted either by letter, by telephone or e-mail to the attention of the Complaints Handling Officer using the following contact details:

Link Fund Solutions (Luxembourg) S.A.
To the attention of the Complaints Handling Officer
Email: complaints@linkfundsolutions.lu
Phone: +352 27 402 183 3087
Address: 9 Allée Scheffer, L-2520 Luxembourg

The Complaints Handling Officer will confirm receipt of your complaint within 10 working days of receipt and respond with an answer in the shortest possible timeframe, but no later than one month after receipt.

To allow for a prompt and efficient review by the Complaints Handling Officer, the complaint should contain a clear description of the complaint (including any step, such as a legal proceeding already taken by the complainant in respect of the complaint) as well as all documents necessary to evidence the identity and capacity of the complainant or its representative.

If such information is not or insufficiently provided at the time of reception of the complaint, the Complaints Handling Officer will request such information, informing the complainant of the relevant provisions of this Policy, and suspend the process of acknowledgment of the complaint pending reception of the minimum information required for a proper handling of the complaint.

Once all necessary investigations have been carried out, a response will be communicated to the complainant within one month of receiving the complaint filed in accordance with this Policy detailing any findings in relation to the complaint and any further steps to be taken. Should the Complaints Handling Officer not be in a position to provide an answer within such timeframe, the complainant shall be informed of the causes of the delay and provided with the expected date of completion of the complaint’s examination.

Any investor may contact the LFSL Complaints Handling Officer in order to obtain additional details on this policy.

PROPRIETARY INFORMATION

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