Cresvia Capital

# Complaints handling

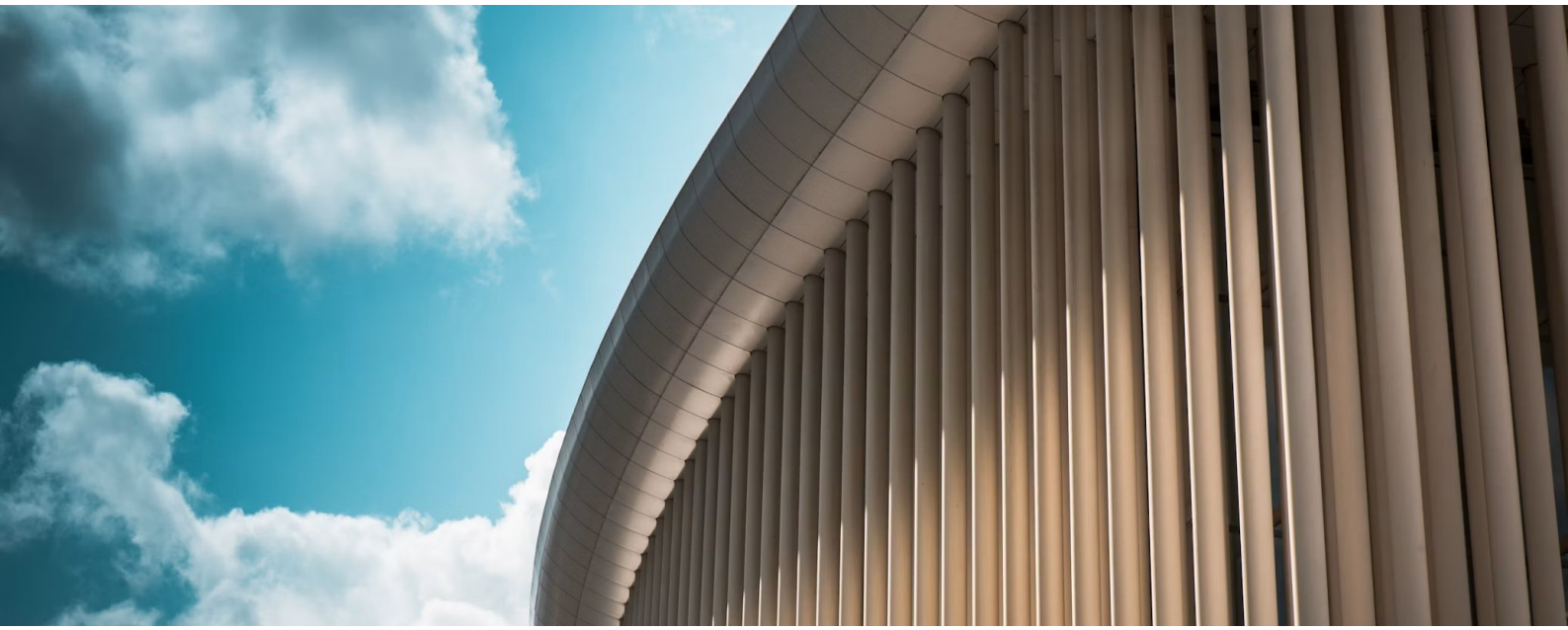
Summary under CSSF Regulation N° 16-07

DOCUMENT
Complaints handling

OWNER
Compliance

REVIEW CYCLE
At least annually

**CRESVIA CAPITAL FUND MANAGEMENT S.A.**
2, rue Jean Monnet
L-2180 Luxembourg
Grand Duchy of Luxembourg



## Purpose

Cresvia Capital Fund Management S.A. (the “Company”) handles complaints in accordance with CSSF Regulation N° 16-07 relating to the out-of-court resolution of complaints and CSSF Circular 17/671. This summary explains how to submit a complaint and how it is handled. The full Complaints Management Policy is available free of charge on request.

## What is a Complaint

A complaint is an expression of dissatisfaction addressed to the Company by a natural or legal person in order to recognise a right or to redress a harm in relation to the Company’s services. A simple request for information or explanation is not a complaint.

## How to Submit a Complaint

Complaints may be submitted in English or German, free of charge:

- by email to compliance@cresvia-capital.com, or
- by registered letter to Cresvia Capital Fund Management S.A., Attn. Compliance Department, 2, rue Jean Monnet, L-2180 Luxembourg.

To allow us to handle your complaint efficiently, please state your name and contact details, the fund or service concerned, a description of the issue and any supporting documents.

## How we Handle your Complaint

- A member of the Management Board is responsible for complaint handling. Complaints are recorded and handled independently and impartially.
- We acknowledge receipt in writing within 10 business days, unless we are able to answer your complaint within that period.
- We reply in plain language within one month of receipt. Where this is not possible, we inform you of the reasons for the delay and of the date by which you can expect our reply.
- Where a complaint concerns a service provider of a fund, we forward it and inform you accordingly.

## Out-of-court Resolution before the CSSF

If you have not received an answer, or not a satisfactory answer, within one month, you may submit a request for out-of-court resolution to the Commission de Surveillance du Secteur Financier (CSSF) within one year of filing your complaint with the Company. The procedure is free of charge and essentially written; requests may be filed in English, German, French or Luxembourgish.

Your request should include a chronological statement of the facts, a copy of your complaint to the Company and of our reply, or your confirmation that no reply was received within one month, and the statement that the matter has not been referred to a court or another dispute resolution body.

Commission de Surveillance du Secteur Financier
283, route d’Arlon
L-1150 Luxembourg
Online form and further details: www.cssf.lu