



COMPLAINTS POLICY

Primonial REIM Luxembourg

December 2023

INTRODUCTION

We are committed to providing you with a clear communication service regarding your investment in the funds managed by Primonial. As part of this commitment, we want to make it clear how you can ask us for help on any matter. If at any time you wish to discuss with us how Primonial can improve, or if you are dissatisfied with any aspect of your investment, we are providing you with the following information to enable us to better address your complaint or concern.

HOW TO GET IN TOUCH WITH US

To ensure prompt handling of your complaint please send your contact details, the reason for the complaint, any alleged damage or loss and, if possible, copies of any documentation supporting your complaint. Complaints may be addressed to the Complaints Handling Officer at the following postal or e-mail address:

Primonial REIM Luxembourg
43-45, allée Scheffer
L-2520 Luxembourg
Grand Duchy of Luxembourg

E-mail : complaints@primonialreim.lu

Attention : Complaints Handling Officer, Johanna Kinkela

WHAT DO WE DO ONCE YOU HAVE CONTACTED US?

We will formally acknowledge your complaint within ten business days.

We will endeavour to resolve your complaint as quickly as possible. However, if we are unable to resolve it within one month of receiving your complaint, we will write to you to assure you that we are continuing to review your complaint and explain the reasons for the delay. We will also give you an indication of when we think the complaint is likely to be resolved.

When we have completed our investigation of the complaint, we will contact you and inform you of the results of our investigation and any proposed resolution arising from that investigation.

WHAT HAPPENS IF YOU ARE NOT HAPPY WITH THE SOLUTION WE OFFER?

If you are not satisfied with the solution we have proposed to your complaint, you have the right to appeal to the CSSF.

Please note that you have one year from the filing of your initial complaint with Primonial to file an out of court complaint with the CSSF.

An out of court complaint must be filed with the CSSF in writing, by post, by fax or by email or online on the CSSF website:

Commission de Surveillance du Secteur Financier
Legal Department
283, Route d'Arlon
L-2991 Luxembourg

Fax: (+352) 26 251-2601

Email: reclamation@cssf.lu