



PROCESSING YOUR COMPLAINTS

Fund Channel S.A.

HOW TO INTRODUCE A CLAIM ?

Any complaint shall be sent either:

- by email : client@Fund-channel.com
- by post :
To the attention of the department Client Service, Fund Channel, 5 Allée Scheffer, L-2520 Luxembourg

by indicating the name of your company and the object of your complaint.

OUR COMMITMENTS TO DILIGENTLY SOLVE YOUR CLAIM

An acknowledgement of receipt is sent to you within 10 working days following the receipt of your complaint. This acknowledgement includes :

- the contact details of the person in charge of the case;
- the indicative processing time;
- Existence of out-of-court complaint resolution before CSSF.

If after examination, the indicative deadline of processing from the dispatch date of your complaint exceeds one month, you will be informed about it. A new projected deadline will be given to you.

The confidentiality of the communications and documents exchanged during the processing of your complaint is guaranteed.

OUT-OF-COURT COMPLAINT SETTLEMENT BY THE COMMISSION DE SURVEILLANCE DU SECTEUR FINANCIER (CSSF)

You have the possibility to seize the CSSF in order to ask for an extrajudicial resolution, following the procedure available on the CSSF's web site : <https://www.cssf.lu/en/customer-complaints/#procedure>

Your request is to be done either :

- by filing in the online complaint : <https://reclamations.apps.cssf.lu/index.html?language=en>
- or by e-mail to the following address : reclamation@cssf.lu
- or by post to the following address :

Commission de Surveillance du Secteur Financier
Legal Department Consumer Protection/Financial Crime
283, route d'Arlon
L-2991 Luxembourg

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