

## **IQ EQ Fund Management (Luxembourg) S.A.**

Dear Client,

IQ EQ Fund Management (Luxembourg) S.A. aims to provide a high standard of services to its clients.

However, from time to time, errors can be made which may give rise to a complaint. If this is the case, we committed ourselves to handle it in accordance with the following guidelines:

- IQ EQ Fund Management (Luxembourg) S.A. ensures that a thorough and impartial investigation is carried out within a reasonable time frame after receipt of a complaint
- You will receive a written acknowledgement within 10 business days after receipt of the complaint
- At least, one month after receipt of the complaint, IQ EQ Fund Management (Luxembourg) S.A. will send you a response. The response will bear the name and the function of the person handling the complaint. It will also contain:
  - a final response to your complaint; or
  - a response where IQ EQ Fund Management (Luxembourg) S.A. will inform you of the causes of a delay and indicate the date at which the examination of the complaint is likely to be achieved.

You can send us your complaint by writing directly to the Director in charge of Clients complaints at IQ EQ Fund Management (Luxembourg) S.A. whether by post, or through the following email address by indicating as topic "Complaint": [luxaifm@iqeq.com](mailto:luxaifm@iqeq.com). All complaints are centralized at the Director in charge of Clients complaints level.

Upon receipt of IQ EQ Fund Management (Luxembourg) S.A.'s final response, should you remain dissatisfied, you may, if so wished, refer the matter to the Luxembourg Regulator, the *Commission de Surveillance du Secteur Financier* (CSSF) as follows:

By mail:

*Commission de Surveillance du Secteur Financier, Département Juridique CC 283*  
Route d'Arlon  
L-2991 Luxembourg

By Fax:

(+352) 26 25 1 – 2601

Or by filling in the online form at

[https://www.cssf.lu/fileadmin/files/Formulaires/Reclamation\\_111116\\_EN.pdf](https://www.cssf.lu/fileadmin/files/Formulaires/Reclamation_111116_EN.pdf)  
and sending it to the following email: [reclamation@cssf.lu](mailto:reclamation@cssf.lu).

The CSSF circular on the out of court complaint handling can be found on its website, indicated hereunder:

[https://www.cssf.lu/fileadmin/files/Lois\\_reglements/Legislation/RG\\_CSSF/RCSSF\\_No16-07.pdf](https://www.cssf.lu/fileadmin/files/Lois_reglements/Legislation/RG_CSSF/RCSSF_No16-07.pdf)

Finally, we would like to thank you for choosing IQ-EQ Fund Management (Luxembourg) S.A. for servicing your business.