

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 (in English, French or German) by writing directly to the following email address indicating as topic "Complaint": [AIFM\\_Compliance@iqeq.com](mailto:AIFM_Compliance@iqeq.com). All claims are centralized at the person in charge of Clients complaints at the level of the AIFM.

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 to:  
  
Commission de Surveillance du Secteur Financier  
Département Juridique CC  
283, route d'Arlon  
L-2991 Luxembourg
- By fax using the following number: (+352) 26 25 1-2601;
- By e-mail at the following address: [reclamation@cssf.lu](mailto:reclamation@cssf.lu);
- By filling in the online complaint form

<https://reclamations.apps.cssf.lu/index.html?language=en>

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

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

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