

Understanding Client Complaints

At IQ-EQ a client complaint is required to be acknowledged and recorded, when a client communication satisfies all of the following requirements:

1. An expression of dissatisfaction – whether verbal or in writing - by one or more clients or their appointed representative,
2. In relation to an IQ-EQ product or service – this could be about the Group's action, or lack of action, or about the standard of service provided by or on behalf of the Group,
and
3. Suffered loss or detriment – where there is an allegation that the complainant has suffered (or may suffer) a loss or detriment.

How To Raise Complaints

A complaint can be raised in any form, orally or in writing (in English, French or German), and can usually be made in one or more of the following ways to your regular IQ-EQ contact or any other person at IQ-EQ:

- Over the phone
- In person
- By email
to **ds.complaint@iqeq.com**
- By post
to IQ EQ Depository Services (Luxembourg) S.A.
Complaint Director
412F Route d'Esch
L-1471 Luxembourg)

All complaints are centralized at the Director in charge of Clients complaints level.

Details to Include

When raising a complaint, you are advised to include as much of the following details as possible, so that the complaint can be adequately investigated.

- Name, address, and any other contact details (telephone number, email address) and your preferred method of communication
- Advise whether you are acting on behalf of someone else
- Briefly describe what your complaint is about, stating relevant dates and times, if applicable; and
- List your specific concerns
- List any actual or potential economic loss or personal detriment that may have been experienced because of the issue

It may assist our investigation if you also provide any supporting documentation together with your complaint.

What Happens Next?

All complaints received will be thoroughly investigated by an impartial party in order to categorise and resolve the complaint.

All complainants will be sent a written acknowledgement of any complaint within 5 business days of receipt.

This acknowledgement will provide the following information:

- The name and contact details of the investigating officer handling the complaint within IQ-EQ
- The date which the complaint was received, and
- A brief summary of the complaint itself

If the investigating officer is required to use the services of any independent third party to investigate the complaint on their behalf, they may do so. In this event the name of the third party, together with reasons why they have been charged with investigating the complaint will be provided to the complainant.

You will receive periodic updates of the progress of the investigation and will be communicated the reason for any delay.

Timetable for Responding to the Complaints

IQ-EQ Group aim to address any complaints as soon as possible.

At least, one month after receipt of the complaint, IQ EQ Depository Services (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 validated by our senior management; or
- a response where IQ EQ Depository Services (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

Complaining To an Ombudsman or Regulator

Upon receipt of IQ EQ Depository Services (Luxembourg) S.A.'s final response, should you remain dissatisfied, you may, if so wished, within one year as from the date of the complaint refer the matter to the Luxembourg Regulator, the Commission de Surveillance du Secteur Financier (CSSF) as follows:

- By filling in the online complaint form

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

- By mail to:

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

- By e-mail at the following address: reclamation@cssf.lu;

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

https://www.cssf.lu/wp-content/uploads/RCSSF_No16-07eng.pdf