

How to file a complaint

If you have cause to complain to TMF Fund Management S.A. (“TMF”), we will endeavour to resolve any concerns fairly, effectively, and promptly.

Any complaint must be addressed in writing and shall include a detailed description of events as well as your contact details. Please address the complaint by:

- a) registered letter to TMF’s registered office, *46A Avenue J.F. Kennedy, Luxembourg, L1855*, to the attention of the Complaints Officer of TMF or,
- b) by email to the dedicated email address complaint.fundmanagement@tmf-group.com. Only dedicated authorised personnel can handle complaints and have access to this email address.

Within 10 business days from receipt of the complaint, TMF will notify the complainant to have received the complaint and will confirm that TMF is dealing with it unless the answer itself is provided to the complainant within this period. TMF will communicate to the complainant also the name, the function and contact details of the person in charge of his complaint. TMF shall inform the complainant of the follow-up of his complaint and communicate in a plain and easily comprehensible language.

TMF has one month after the date of receipt of the complaint to give a complete written answer to the complainant concerning the complaint. In case this is not possible, TMF will send a communication to the same complainant explaining the reasons of the delay and providing him/her a date on when the answer will be available.

Once received the complete written answer, if the complainant is still dissatisfied with the answer TMF provided, the latter may still refer the matter to the Financial Sector Supervisory Commission (“CSSF”) which is the ultimate Luxembourg financial dispute resolution body. This can be done with the following means:

E-mail: reclamation@cssf.lu

Mail: Financial Sector Supervisory Commission (CSSF), 283, route d'Arlon, L-1150 Luxembourg

TMF Fund Management S.A.

46a, avenue J.F. Kennedy, L-1855 Luxembourg, Luxembourg

P.O. Box 415, L-2014 Luxembourg, Luxembourg

T: +352 42 71 71 - 1 | F: +352 42 19 61 | info.fundmanagement@tmf-group.com

R.C.S. Luxembourg B179345

Bank account: BGL BNP Paribas S.A. LU29 0030 4144 3989 0000

Identification TVA: LU26633345

www.tmf-group.com