



Complaint Handling Procedure

TMF Luxembourg S.A.



Dear Client,

TMF Luxembourg S.A., aims to provide with the highest standard of services to our clients. Moreover, our priority is to ensure our client are considered with the higher professional and collaborative manner.

Therefore, should you meet any dissatisfaction about our services, we encourage you to communicate us any complaint you may have about the rendered services. Such process will give us the opportunity to improve and enhance our processes, policies and procedures accordingly.

Where and when the client does not receive a satisfactory answer at the level a complaint has initially been submitted, the client has the opportunity to raise such complaint to the level of Authorized Management.

The complaint should be made in writing by email and/or by email. Such complaint should provide a clear and detailed description of the issue or concern, including supporting documentation or evidence, where and when appropriate.

Office address:

TMF Luxembourg S.A.
Attention: Complaints Handling Officer
46A Avenue J.F. Kennedy
P.O. Box 415
L-2014 Luxembourg

Email address:

Luxembourgcomplaints@tmf-group.com

Regardless how you submit your complaint, TMF Luxembourg S.A., will ensure that a thorough and impartial investigation is carried out within a reasonable time frame.

Then, upon receipt of your complaint:

- You will receive a written acknowledgement within ten business days of receipt of such complaint.
- The response will indicate the name and position of the person handling the complaint.
- Within one month after receipt of the complaint, TMF Luxembourg will send you a final response which will contain:
 - a final resolution/statement to your complaint; or
 - a response where TMF Luxembourg 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.



If you remain unsatisfied upon receipt of TMF Luxembourg S.A.'s final response, you may refer to our regulator:

Commission de Surveillance du Secteur Financier (CSSF)

110, route d'Arlon

L-1150 Luxembourg

+352 26 251 1

The complaint can be filed either:

- By filling in the online complaint form where all relevant documents can be attached;
- or by sending the completed complaint form (PDF):
 - either by mail (simple mailing, no registered letter required) to the following address:
Commission de Surveillance du Secteur Financier
Département Juridique
283, route d'Arlon
L-2991 Luxembourg
 - or by email to the following address: reclamation@cssf.lu

Both online complaint form and PDF form can be found, together with the CSSF Circular on complaints handling on:

<https://www.cssf.lu/en/customer-complaints/>

Complaints can be filed with the CSSF within one year since the complaint was filed with TMF Luxembourg S.A.,

We would like to thank you for choosing TMF Luxembourg S.A., as your service provider.