

DISCLOSURE ON COMPLAINTS HANDLING

29 January 2024
Luxembourg

The purpose of the Complaints Handling Procedure is to ensure that complaints are handled in a manner which is fair, objective and truth oriented.

A complaint is an expression of dissatisfaction received, whether in oral or in written, from or on behalf of an eligible complainant, about the company's provision of, or failure to provide, a financial service. A request for information, clarification or service is not a complaint.

A complainant can request R+V AIFM's detailed Complaints Handling Procedure or directly submit his/her complaint by sending a registered letter to registered address as per below:

R+V AIFM S.à r.l

To the attention of: Complaints Handling Officer

1a, rue Gabriel Lippmann

L - 5365 Munsbach

or by sending an E-Mail to Complaints@ruv-aifm.lu

The following information shall be provided to ensure a prompt handling of the complaint:

- Identity and contact details of the complainant;
- Reason of the complaint; and
- Where available, copies of any documentation supporting the complaint.

Irrespective of the outcome of the investigation, the communication to the complainant or its representative will be done by R+V AIFM Sarl in writing in the same language as the applicant used, if possible, and without undue delay.

Acknowledgement of the complaint must be sent within 10 business days upon receipt of the complaint, whereas the responses must be sent within 1 month of the receipt of the complaint. Certain types of complaints may require a longer research and resolution period. In such event, the R+V AIFM Sarl shall notify the complainant of the reasons for a delay along with an indication of when R+V AIFM Sarl expects to be able to provide a conclusive answer.

Where the complainant did not obtain an answer or a satisfactory answer at the level at which s/he submitted his/her complaint in the first instance, he/she has the opportunity to rise the complaint up to senior management:

R+V AIFM S.à r.l

To the attention of: Conducting officers

1a, rue Gabriel Lippmann

L - 5365 Munsbach

or by sending an E-Mail to Co@ruv-aifm.lu

Please be informed that the regulatory body CSSF (Commission de Surveillance du Secteur Financier) under certain conditions offers the free of cost service of out-of-court resolution of complaints according to the CSSF Regulation N16-07. The request must be filed with the CSSF in writing, by post or by fax to the CSSF or by email (to the address/number available on the CSSF website), or online on the CSSF website. In order to facilitate the filing of a request, the CSSF publishes a form on its website.

Complainants must be aware that, in case of any decision to have recourse to the out-of-court complaint resolution procedure with the CSSF, the request shall have to be filed with the CSSF within 1 (one) year from the date of first dispatch of the complaint to R+V AIFM Sarl.