

Complaints handling information

Söderberg & Partners Asset Management S.A., referred herein after as the “**Company**”, has implemented an effective and transparent procedure for handling complaints in accordance with applicable laws and regulations, ensuring objective, correct and prompt responses.

1. Complaints filing

Complaints may be submitted free of charge to the attention of the Complaints Manager as follows:

By post Söderberg & Partners Asset Management S.A.
Complaints Manager
1, rue Louvigny
L-1946 Luxembourg
Grand-Duchy of Luxembourg

By telephone +352 691 762 195

2. Complaints handling procedure

Incoming complaints shall be dealt with effectively, with care and thoroughness. In the event the complaint cannot be answered within 14 days from reception, the complainant will receive written information on this and information on the continued processing of the matter.

Further to a rejection of a complaint, or a response to a complaint that does not satisfy the complainant, the complainant shall receive information about the steps to be followed for taking the matter further in the Company. This information is given in writing.

3. Dispute review

Further to the above it is noted that if a complainant is dissatisfied with the outcome of a complaint the CSSF is competent to review the complaint through an out-of-court complaint resolution procedure. The request for review must be filed with the CSSF within one year after the initial complaint was sent to the Company.