

Complaints and Kifid

MSF Asset Management B.V. makes every effort to represent your interests as carefully and diligently as possible. If, despite this care, you have a complaint regarding the services provided by MSF Asset Management B.V., you can use of the Complaints Procedure.

Complaints Procedure of MSF Asset Management B.V.:

You can submit your complaint (including your name, address, and telephone number where you can be reached) in writing to the Compliance Officer of MSF Asset Management B.V. by emailing Mr. I. van Wees at Info@marketstabilityfund.com.

You can also submit your complaint in writing by sending a stamped letter to:

MSF Asset Management B.V.
For the attention of the Management Board
Amstelplein 48
1096 BC Amsterdam
The Netherlands

Your complaint will be handled by the Management Board and/or the Compliance Officer. You will receive an initial written response within 15 days after receipt of your complaint.

If you have completed our complaints procedure and are not satisfied with the outcome, you can refer your complaint to Dutch Institute for Financial Disputes (Kifid). Kifid is an independent organization that handles complaints regarding financial products or a financial services. MSF Asset Management B.V. is registered with Kifid.

You can submit your complaint online at <https://www.kifid.nl/about-kifid/>. You may also download the complaint form and send it by post. Your complaint must be submitted within one year after filing your complaint with us or within three months after receiving the final response from the Management Board. If you fail to do so, Kifid may decide not to process your complaint.

Kifid will first assess whether your complaint can be resolved through mediation between you and MSF Asset Management B.V. If this is not possible, the Arbitration Commission will issue a decision. If you disagree with this decision, you can, in certain cases, refer your complaint to the Appeals Board.