



# Complaint Handling

February 2026

## Complaint handling

The satisfaction of the investors is a top priority for AIF Management Services S.A.

Therefore, it is important for the AIF Management Services S.A. to give the investors the opportunity to voice criticism and to ensure that such criticism will be handled in a diligent and transparent way.

A Complaint can be made by writing and sent either electronically or by post.

Electronically transmitted Complaints can be sent by Clients or their representatives to the email address: [operations@aifmservices.com](mailto:operations@aifmservices.com) or the direct email addresses of AIFM's Risk Management Conducting Officer responsible for complaints [dimitri.aline@aifmservices.com](mailto:dimitri.aline@aifmservices.com), or to any Conducting Officer:

- [jacek.wolak@aifmservices.com](mailto:jacek.wolak@aifmservices.com),
- [baya.haffaf@aifmservices.com](mailto:baya.haffaf@aifmservices.com)
- [darya.lisouskaya@aifmservices.com](mailto:darya.lisouskaya@aifmservices.com)
- [rafal.juchniewicz@aifmservices.com](mailto:rafal.juchniewicz@aifmservices.com)

Complaints by post may also be addressed to the registered seat of the AIFM: 94, Rue du Grünewald, L-1912 Luxembourg.

Accepted languages for complaints will be in English and French.

In a case where AIF Management Services S.A. would not provide a satisfactory answer, the complaint can be filed directly to the CSSF (the Luxembourg supervisor of the financial sector), for an out-of-court resolution.

A form to facilitate a direct complaint to the CSSF can be found on the CSSF website ([www.cssf.lu](http://www.cssf.lu)).