



Complaint Handling

May 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 or the direct email addresses of AIFM's Conducting Officers:

- jacek.wolak@aifmservices.com
- dimitri.aline@aifmservices.com
- baya.haffaf@aifmservices.com
- darya.lisouskaya@aifmservices.com
- 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).

Information to be submitted to the AIFM:

Some information have to be provided to the AIFM in order for the company to handle with the Complaint:

- The identification and contact details of the Complainant;
- The Client type related to the AIFM/AIF;
- The description of the Complaint;

The full description of the information to be submitted is described in Appendix I of the present document.

Internal Complaints handling process:

Any Complaints received by the AIFM will be stored both electronically and in paper forms. The different Complaints processing can be described as follows:

- i. On receipt of a Complaint, the completeness of the information and documentation provided by the Complainant will be assessed by the Complaint Officer. If needed, additional information will be asked from the Complainant;
- ii. The seriousness of the Complaint will be assessed as well as potential significant, systemic or recurring issues that request specific action plans that exceed the scope of the relevant Complaint and the scope of this Policy;
- iii. Estimation of a reasonable delay from which a reply can be sent to the Complainant;
- iv. A letter acknowledging receipt of the Complaint by the AIFM is generated, signed by the Conducting Officers and sent to the Complainant. The letter of acknowledgement is generated promptly after receipt of the Complaint (within ten business days at the latest);

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- v. The response letter is sent within one month after receipt of the Complaint, depending on its complexity. Where an answer cannot be provided within this period, the AIFM shall inform the Complainant of the causes of the delay and indicate the date at which its examination is likely to be achieved;
 - vi. Should the Complaint reveal a deficiency in the AIFM's organization and procedures, lessons learned measures are introduced and implemented by the BOD;
 - vii. Where the complaint handling is not resulting in a satisfactory answer for the Complainant, the AIFM shall provide him/her with a full explanation of his/her position as regards the Complaint.
 - viii. The AIFM shall inform the Complainant, on paper or by way of another durable medium, of the existence of the out-of-court complaint resolution procedure at the CSSF.
 - ix. If the case arises, the AIFM confirms his/her decision to have recourse to the out-of-court complaint resolution procedure to resolve the dispute and shall send to the Complainant a copy of the CSSF Regulation 16-07 or the reference to the CSSF website, as well as the different means to contact the CSSF to file a request. The AIFM shall inform the Complainant, on paper or by way of another durable medium, that he/she can file a request with the CSSF and that, in this case, his/her request must be filed with the CSSF within one year after he/she filed his/her complaint with the professional.
 - x. The BOD and the Complaint Officer receive a full copy of any Complaint received from AIFs under management or their investors. Furthermore, the BOD is informed at regular intervals about the status of Complaints that have been received;

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- xi. The Complaints that have been received are evaluated with regards to the rectification of recurring errors or problems in order to ensure satisfaction and long-term loyalty of AIFs under management and their investors.
- xii. The Complaints that have been received as well as their resolution are listed and summarized in a Complaint Register (included in Appendix II). This will ease the reporting which has to be performed by the AIFM and sent to the CSSF once a year before 1st March as requested by CSSF Circular 14/589 (repealed by CSS Circular 17/671) supplementing CSSF regulation N°16-07. Indeed, the AIFM will have to communicate on an annual basis the number of complaints registered during the year under review (classified by type of complaints) as well as summarized report on the complaints and measures which have been taken by the AIFM to deal with them.

Appendix I: Client Complaint Form

Complaint Form

Identify and contact details of the Complainant:

Natural person:

Legal person:

First name:		
Last name:		
Name:		
Date of birth:		
Place of birth:		
Address:		
City:		
Postal code:		
Country:		
Phone number:		
Email:		
First name of the contact person:		

Last name of the contact person:		
Email of the contact person		

I am filling this Complaint in my own name (Yes/No):	
I am filling this Complaint in the name of:	

For the purpose of this Complaint, I am acting in my capacity as:

Former holder of shares or other securities of the Company:	
Existing holder of shares or other securities:	
Board member of the AIF related to this Complaint:	
Board member of AIF's GP related to this Complaint:	
Other (please specify):	
Supporting evidence attached (subscription forms, investor statements,...)	

Description of the Complaint:

<p>Description of the complaint, the right you have against the AIFM that you request to be recognized and the prejudice suffered:</p>	
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Place:

Date:

Name(s):

Title(s):

Signature(s):