COMPLAINTS

CACEIS Bank, Luxembourg Branch ("the Bank") is committed to providing high-quality service to its customers and takes particular care in handling any complaints it receives.

To ensure that your requests are handled effectively, any complaint addressed to CACEIS bank, Luxembourg Branch should be sent:

- By mail to our dedicated department:

  CACEIS BANK, Luxembourg Branch
  Département des Risques Opérationnels et Contrôles Permanents
  5, allée Scheffer
  L-2520 Luxembourg
  Grand-Duchy of Luxembourg

And/or

- By email to: **CLAIM-luxembourg@caceis.com**

The Bank will acknowledge receipt of your complaint within 10 business days and provide a response within a maximum period of one month from the day of receipt.
If your request requires additional processing time (e.g. if it involves complex research), the Bank will inform you of this situation within the same 30-day timeframe, explaining the reasons for the delay and indicating the date by which a response can be expected.

In the event the response you receive should not meet your expectations, you may proceed as follows:

Initially you may contact CACEIS Bank, Luxembourg Branch General Management, responsible for handling complaints, at the following address:

CACEIS Bank, Luxembourg Branch
General Management – Complaints Handling
5, allée Scheffer
L-2520 Luxembourg
Grand-Duchy of Luxembourg

If the response does not resolve your complaint, you may contact CACEIS Bank, Luxembourg Branch' supervisory authority, the Commission de Surveillance du Secteur Financier (Financial Sector Supervisory Commission):

- By mail: 283, Route d'Arlon L-1150 Luxembourg
- By email: reclamation@cssf.lu

More information is available on the dedicated customer complaints page of the CSSF website:
https://www.cssf.lu/en/customer-complaints/