

## **Allfunds Investment Solutions S.A. Complaints handling statement**

We are sorry you have had cause to complain. This page explains our complaints procedure and your rights if you remain dissatisfied.

### ***Appointment of a member of the management in charge of handling complaints:***

The Board of Directors is in charge of handling investors' complaints related to the activity of Allfunds Investment Solutions SA and delegates this function to the Conducting Officer in charge of the handling of complaints, referred to as the "Complaints Officer". The Complaints Officer is responsible for dealing with complaints fairly and promptly. Any change regarding the designated Complaints Officer will be notified to the CSSF.

Please address any complaints (free of charge) to Allfunds Investment Solutions S.A. to the appointed Manager of the Funds:

Ms. Emir Hayta - Conducting officer in charge of Compliance  
Allfunds Investment Solutions S.A.  
30 boulevard Royal, L-2449 Luxembourg  
Tel: +352 27 48 00 20  
[complaints@allfunds-is.com](mailto:complaints@allfunds-is.com)

### ***Complaint handling at the level of the management of the Company***

Where the complainant did not obtain an answer or a satisfactory answer at the level at which he/she submitted his/her complaint in the first instance, he/she has the opportunity to rise the complaint up to the level of the management of the Company, free of charge:

- by email to: [complaints@allfunds-is.com](mailto:complaints@allfunds-is.com)
- by letter to the address indicated on our website: <https://www.allfunds-is.com/>

The complaint should include at least:

- Full name of the complainant;
- Position of the complainant (representative, manager, lawyer etc.);
- Contact details;
- Involved UCITS and service;
- Information pertaining the complaint;
- Relevant documents;
- Any other details regarding the complaint.

In case of missing critical information which can have an impact on resolution of the complaint, the complainant should be contacted for the completion of the documentation or the required additional details. If no such additional documents are received from the complainant, the complaint should be filed without any analysis or result.

For confidentiality purposes, only complaints received from investors or from persons who have the investor's express and written authorization will be considered by this procedure.

### ***Handling of an investor's complaint***

Within a maximum period of ten (10) business days after the receipt of a customer's complaint, Allfunds Investments Solutions SA sends to the complainant a written acknowledgment of receipt, informing him/her of:

- the name and the contact details of the person handling the complaint;
- an indicative timetable for handling the complaint.

### **Our commitment to you**

We aim to respond to all complaints in a prompt, consistent and fair manner.

Your complaint will be investigated by a suitably trained representative who was not directly involved in the manner that is the subject of your complaint. The member of staff will either have the authority to settle your complaint or will have ready access to someone who has the authority.

If we are unable to resolve your complaint within 10 business days of receipt, we will contact you to explain why we are not in a position to resolve your complaint and will advise you that a final response will be provided within one month of the date of receipt unless there has been causes for delay and if so you will be advised of those causes for delay and the expected timeframe by when the complaint review will be completed.

In this respect, the complaint must have been previously sent in writing to the Complaints Officer and the complainant must not have received an answer or a satisfactory answer from that person within one month from the date at which the complaint was sent.

In the unlikely event that your complaint has not been resolved within one month of original receipt, we will send you a letter explaining why we have still not resolved your complaint and tell you when we will make further contact.

Our final response will advise of our findings and, where appropriate, what action is being taken to resolve the matter. We will address the subject matter of your complaint, and where the complaint is upheld, we will offer a resolution that is consistent with treating all of our customers fairly.

If you telephone us during our investigation and the member of staff handling your complaint is not available, then another member of our team will be able to help you. Please note that telephone calls can be recorded for training and monitoring purposes.

Where the complainant did not receive an answer or a satisfactory answer within the period referred as above, he/she may file his/her request with the CSSF within one year after he/she filed his/her complaint with Allfunds Investment Solutions SA.

### **Your rights**

If you are dissatisfied with our final response, you can either ask us to consider or you can refer the matter to the Commission de Surveillance du Secteur Financier ("CSSF") who acts in its capacity as dispute resolution body, notably pursuant to the European legislation relating to the out-of-court resolution of consumer disputes that were transposed into Luxembourg national law and introduced into the Consumer Code in 2016. The CSSF will respond within 90 days of receipt of your notification. Further details are available at <https://www.cssf.lu/en/customer-complaints/>

and you may submit your complain at

<https://reclamations.apps.cssf.lu/index.html?language=en>.