

## **Principles for complaints handling**

Client satisfaction is a top priority for Prime AIFM Lux S.A., hereinafter “Prime”. For this reason, Prime has established a complaints office which can be contacted by all funds’ investors in the case they wish to make a complaint.

The „Commission de Surveillance du Secteur Financier“ defines complaints according to Art. 1 of the Regulation N° 16-07 as “any natural or legal person having filed a complaint with a professional”. Prime defines a complaint as “any oral or written expression of dissatisfaction, whether justified or not, which a client expresses in relation to services provided by Prime, its staff and/ or external service providers.

Complaints can be submitted in German or English language including a short description of the issue and the name of the applicant. The communication of the complaints can be sent by post or by email to the following address:

Prime AIFM Lux S.A.  
13, Rue Beaumont  
L-1219 Luxembourg  
[info@primeaifmlux.lu](mailto:info@primeaifmlux.lu)

Complaints will be processed free of charge.

PAL will process the complaint as soon as practicable after receipt with the aim of finding an amicable solution. Funds’ investors will receive a reply within a maximum of ten banking days of receipt of the complaint.

In the case where one month after having sent a complaint to Prime, a fund investor has not received either a satisfactory answer or an acknowledgement of receipt, such investor can apply to the CSSF for an out-of-court resolution of their complaint. The CSSF can be reached at the following address:

Commission de Surveillance du Secteur Financier,  
Departement Juridique II  
283, route d’Arlon  
L-1150 Luxembourg  
Fax +352 26 251 1  
E-Mail: [reclamation@cssf.lu](mailto:reclamation@cssf.lu)

Further details on the procedure are available at:

<http://www.cssf.lu/en/consumer/complaints/>

An application for an out-of-court complaint settlement via the CSSF is no longer permitted should more than a year have elapsed between the date on which the initial complaint was submitted to PAL and the date on which it was submitted to the CSSF.