

Principles for handling complaints

Client satisfaction is a top priority for Prime AIFM Lux S.A., (hereinafter “Prime”). For this reason, Prime has established a complaints office that can be contacted by investors in any of the funds if they wish to make a complaint.

The „Commission de Surveillance du Secteur Financier“ (hereinafter “CSSF”) 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

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. Investors in the Fund 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,
Département Juridique II
283, route d’Arlon
L-1150 Luxembourg
Fax +352 26 251 1
E-Mail: reclamation@cssf.lu

Further details on the procedure are available at:

<https://www.cssf.lu/en/customer-complaints/>

Applications for an out-of-court complaint settlement via the CSSF will not be permitted should more than one year have elapsed since the date on which the initial complaint was submitted to PAL and the date on which it was submitted to the CSSF.