



Luxembourg Client Complaints Management

CSC Global Solutions (Luxembourg) S.à r.l. ("CSCL") is committed to delivering high-quality service to all its clients and stakeholders. We value your feedback and view every expression of dissatisfaction as an opportunity to improve our services. If at any point you are not satisfied with the service provided, we will investigate and resolve the issue promptly and fairly.

This complaint procedure outlines the steps to follow to ensure all complaints are addressed in a transparent, efficient, and compliant manner, in line with applicable Luxembourg regulatory standards.

Complaint

We define a complaint as a written formal expression of dissatisfaction that a client or an investor submits to CSCL, asking us to recognize a right or correct a perceived harm. You should confirm verbal complaints in writing to ensure proper tracking and resolution.

You may submit complaints **free of charge** via the following channels:

- **Email:** Lu-Complaints@cscglobal.com
- **Postal mail** or **fax** to your usual point of contact or the Complaint Officer at:

CSC Global Solutions (Luxembourg) S.à r.l.
Complaints Department
28, Boulevard Friedrich Wilhelm Raiffeisen
L-2411 Luxembourg
Gasperich

Alternatively, you may contact your designated representative within CSCL, who will ensure that your concerns are referred to the appropriate team.



Complaint Handling Process

Upon receipt of your complaint via email, call, post, or fax, we will initiate an impartial review of your complaint and ensure that you receive a definitive and timely response.

- We will issue **an acknowledgement** of receipt within 10 business days if your complaint cannot be resolved immediately.
- We will provide **a final response** within one month from the date we receive the complaint.
- If we cannot give a full response within this timeframe, we will inform you of the delay, the reasons for it, and a timeframe for when you can expect a final response.

Right to Escalate to the CSSF

If you remain dissatisfied after receiving our final response or one month has passed since your initial submission without a response, you may escalate your complaint to the Commission de Surveillance du Secteur Financier (CSSF).

You must do this within one year of the date on which your complaint was first submitted to CSCL.

Access the online complaint form via the CSSF's website:
<https://reclamations.apps.cssf.lu/index.html?language=en>

For your reference, the applicable regulatory framework is outlined in:
[CSSF Regulation No. 16-07](#)

Following submission, the CSSF may contact CSCL to request clarification and supporting documentation. We are committed to fully cooperating with the CSSF to resolve all matters efficiently.



Contact details for the CSSF are as follows:

Commission de Surveillance du Secteur Financier

Département Juridique CC

283, route d'Arlon

L-2991 Luxembourg

Email: reclamation@cssf.lu

In accordance with regulatory obligations, CSCL reports to the CSSF on a yearly basis, detailing the number and nature of complaints received, their resolution status, and root cause analysis.

Please note that this page provides a high-level overview of our complaints procedure and does not reflect the full internal governance framework. This summary has been prepared for transparency purposes. For further assistance, please contact Lu-Complaints@cscglobal.com.