



## Addressing a complaint about CSC Capital Markets (Luxembourg) S.à r.l.

For **CSC Capital Markets (Luxembourg) S.à r.l.** (“CSC Luxembourg”), a complaint is defined as any formal expression of a customer about a material or significant grievance in services being provided by CSC Luxembourg. Complaints can be received in writing (letter, fax or e-mail) but also via telephone or even face-to-face. If you wish to submit a complaint via e-mail, you can do so by sending the details to the following address: [compliance@cscgfm.lu](mailto:compliance@cscgfm.lu).

Please make sure to include the following details:

- Name of your company being serviced by CSC Luxembourg;
- Your name, surname and contact details to receive a reply;
- Details of your complaint.

The Compliance Manager is in charge to review the email received and forward it to the appropriate Client Relationship Manager.

CSC Luxembourg takes clients’ complaints seriously, irrespective of what the conclusion might be. CSC Luxembourg values our customers’ complaints and is willing to investigate formally, solve or amend where necessary any erroneous processes, procedures or standard practices.

Following the submission of your complaint, you will receive a written acknowledgement within 10 business days maximum. In case the issue can be resolved immediately, the written acknowledgement will also include CSC Luxembourg’s proposed response to your complaint and a request for your agreement to have the matter settled.

If you do not receive a written acknowledgement within 10 business days, you have the possibility to escalate your request to the responsible local Client Relationship Manager who is Mr Laurent Bélik ([Laurent.belik@cscgfm.lu](mailto:Laurent.belik@cscgfm.lu)).

A complaint will always be followed up formally and formal feedback is always given to the you as our client. To demonstrate our goal, to consistently provide good quality, complaints will always be managed by the Management of CSC Luxembourg. CSC Luxembourg is committed to send you a final response to your complaint within 25 days. Your written confirmation will be requested before we can consider the complaint as closed.

In case that you do not receive a satisfied answer within one month from the date at which you were sent your complaint, you have the right to send a letter, fax or email to the Luxembourg regulator CSSF (Commission de Surveillance du Secteur Financier). The CSSF can act as an out-of-court complaint resolution body. In order to facilitate the filing of your request, the CSSF publishes a form on its website:

[http://www.cssf.lu/fileadmin/files/Formulaires/Reclamation\\_111116\\_EN.pdf](http://www.cssf.lu/fileadmin/files/Formulaires/Reclamation_111116_EN.pdf)

The procedure is explained in CSSF Regulation N° 16-07 that is also published on [http://www.cssf.lu/fileadmin/files/Lois\\_reglements/Legislation/RG\\_CSSF/RCSSF\\_No16-07eng.pdf](http://www.cssf.lu/fileadmin/files/Lois_reglements/Legislation/RG_CSSF/RCSSF_No16-07eng.pdf).