

## **Complaints handling procedure**

FundsDLT SA (hereafter “FundsDLT” or “the Company”) is strongly committed to providing high quality services to its clients. While FundsDLT makes all the possible efforts to conduct its business in a manner that would avoid customer complaints, there could be times however when you may not be satisfied with our products or services. The Company has set up this Complaints Handling Procedure to ensure that we treat fairly and without undue delays your complaint in line with applicable regulatory requirements.

### **How to file a complaint**

You may address complaints free of charge in writing by e-mail mentioning your name and contact details. Additionally, please include an explanation of the facts originating the complaint, with all relevant supporting documentation at your disposal providing all necessary details, whenever possible, so that we may handle your complaint promptly and efficiently and answer best to your expectations.

Where to address your complaint

Please address your complaint to the email below:

**Email:** [Complaints@FundsDLT.net](mailto:Complaints@FundsDLT.net)

### **Complaint resolution**

FundsDLT commits to acknowledge the receipt of your complaint in writing without delay and in any case within 10 days after receipt of the complaint, indicating the name and contact details of the person responsible for investigating and responding to your complaint. A detailed answer to your complaint, expressed in a registered letter, shall not exceed 1 month following the date of receipt of the complaint. If any delay were to occur, we shall inform you in writing of the causes of the delay and the date on which the investigation is likely to be achieved.

In case you have not received an answer to the complaint within the relevant timeframe or if you are not satisfied with the answer provided, you may escalate your complaint further to the Executive Committee of the Company. In that case, we will then provide you with the professional contact details of the manager responsible for handling complaints within FundsDLT.

### **Alternative dispute resolution**

If, in spite of our best efforts, you still remain dissatisfied with the response, you may refer the matter to the out-of-court resolution mechanism of the Commission de Surveillance du Secteur Financier (“CSSF” – the financial supervisory authority of Luxembourg) for up to one year after sending the complaint as per the provisions of the applicable CSSF Regulation 16- 07 relating to out-of-court complaint resolution.

This enables you to involve the regulator as a business mediator at no cost. The out-of-court request can be filed in writing, by post, by fax, e-mail or online on the CSSF website.

### **Postal mail :**

Commission de Surveillance du Secteur Financier  
Département Juridique CC 283, route d’Arlon  
L-2991 Luxembourg Grand Duchy of Luxembourg

**Email:** [reclamation@cssf.lu](mailto:reclamation@cssf.lu)

**Fax :** (+352) 26 25 1 -2601

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

### **Data protection**

The Company takes all necessary measures to ensure that the processing of personal data complies with the applicable rules on personal data protection.