

## **1 asset management Luxembourg S.à r.l**

### **Complaints Handling Policy – Summary**

1 asset management Luxembourg S.à r.l (“1am Lux”) is a Luxembourg-based alternative investment fund manager supervised by the CSSF.

Per CSSF Regulation 16-07 1am Lux has established and implemented a Complaints Handling Policy, which policy is available to investors free of charge.

A complaint can be expressed from anyone having a relationship with 1am Lux who wishes to express dissatisfaction with the services of the Company. The complaint can be submitted free of charge.

Please address any complaints or queries to 1am Lux at the following address:

### **1 asset management Luxembourg S.à r.l.**

Attn: Complaints Handling Officer

Address: REGUS Senningerberg Airport Moonar

1 asset management Luxembourg

6D, Rte de Trèves, 2ème étage

L-2633 Senningerberg-Niederanveen

Mail: lux@1am.lu

For the purpose of submitting a complaint, the following information should be provided:

- Full name of complainant;
- Contact details;
- Details regarding the complaint;
- Relevant document(s);
- Any other detail(s) of relevance regarding the complaint.

1am Lux will acknowledge receipt of the complaint within a period which shall not exceed 10 business days after receipt stating the name and contact information of the person in charge of the request.

1am Lux aims to provide a response within a period of time that shall not exceed one calendar month after the receipt of the complaint. In case an answer cannot be provided within this time, the complainant will be accordingly informed of the delay and receive a new indicated date for an expected response.

If your complaint is not satisfied in a manner satisfactory to you, please note that an out-of-court complaint resolution procedure exists with the Commission de Surveillance du Secteur Financier.  
(<https://www.cssf.lu/en/customer-complaints/>)

The CSSF contact details are as follows:

*Commission de Surveillance du Secteur Financier  
Département Juridique CC  
283, route d'Arlon  
L-2991 Luxembourg*