



Complaint Management DJE Investment S.A.

Date 11/2024

The DJE Investment S.A. attaches importance of the best possible service for their clients. Nevertheless, should you ever be dissatisfied, we have established a complaints office as well as guidelines for complaints management that provide a common, clear and precise understanding of the way DJE Investment S.A. handles client complaints, including a clear definition of the roles and responsibilities of the persons involved, with the aim of ensuring that your complaint is dealt with transparently and promptly.

DJE Investment S.A. is subject to supervision by the Luxembourg Financial Supervisory Authority, the "Commission de Surveillance du Secteur Financier" ("CSSF").

This document provides clear, concise and up-to-date information on the procedures established by DJE Investment S.A. for dealing with client complaints in accordance with applicable laws and regulations.¹

Complaints about the conduct of the person who advised you on or sold you a DJE Investment S.A. product should be addressed directly to that person

Please let us have the following data in order to handle your concerns:

- Your name and postal or email address
- What is your role in relation to the services (e.g. authorized representative, legal representative, lawyer or similar)?
- A daytime phone number
- The best time to get in touch with you
- Brief description of the situation, indication of dates, amounts and all other useful information
- Your proposal/request to solve the situation
- Other details that are or may be relevant to the complaint

By submitting a complaint, you accept the processing of personal data by DJE Investment S.A., a corresponding contact by telephone, mail and/or electronically as well as the forwarding to third parties if they are affected by the submitted complaint. The privacy policy established by DJE Investment S.A. can be found at <https://www.dje.de/datenschutzhinweise/>.

Complaints will be processed free of charge.

You may file your complaint:

by phone	+352 26 92 52 20
by poste	DJE Investment S.A. 22A Schaffmill L – 6778 Grevenmacher
via email	beschwerde@dje.lu

¹ In particular (non-exhaustive list): Article 112 of the law of 17 December 2010 on undertakings for collective investment, Article 58 of the law of 5 April 1993 as amended, Article 7 of CSSF Regulation No 10-04, CSSF Circular 18/698, CSSF Regulation 16-07 on the out-of-court resolution of complaints and CSSF Circular 17/671 and CSSF Circular 19/718 in their currently applicable version.

fast solution	Your complaint will be processed as soon as we receive it.
confirmation	If the processing takes longer as a result of the complexity of the situation you will receive a confirmation of receipt within 5 working days indicating a date when a solution can be expected, provided you have given us your contact details.
status report	Normally the processing of a complaint takes two working weeks. Anyway, if the processing takes longer you will receive an interim response via email or phone provided that your contact details have been provided.
final response	Your complaint will be solved within eight weeks from the date of the acknowledgement of receipt and a final response will be sent to you. If we are unable to resolve your complaint within this time, we will inform you by post or electronically of the reasons and the expected date of resolution, provided that you have given us your contact details
organizational consequences	If the complaint reveals mistakes within our organization we will implement "lessons learned" measures. If your customer complaint concerns a service provider commissioned by DJE Investment S.A., the complaint will be forwarded to this service provider for a statement.
Others	For any questions beyond this please write to the Managing Director responsible for complaints Mr. Lukas Baginski.
responsible supervision authority	If you did not receive a satisfactory reply within one month after sending your complaint to the board of directors nor an acknowledgement of receipt, you also have the option of making an application for an extrajudicial proceeding of your complaint at the Luxembourg Financial Supervision Authority Commission de Surveillance du Secteur Financier (CSSF): CSSF - Réclamation Please note that you can submit your application to the CSSF within one year of filing your complaint with DJE Investment S.A. The further requirements ² for filing with the CSSF are available in the section CSSF - Réclamation.
dispute settlement procedure for private investors	DJE Investment S.A. has joined the ombudsman's office for investment funds of the industry association BVI for its cross-border managed funds under German law. Therefore private investors may also call the Ombudsman's Office in order to settle any disputes with DJE Investment S.A by an independent and neutral arbitrator. Further details are provided by the rules of procedure of the Ombudsman's Office for investment funds of the BVI. Arbitration requests must be submitted in writing to: Büro der Ombudsstelle des BVI, Unter den Linden 42, 10117 Berlin. For any further information regarding the Ombudsman's Office for investment funds click here: www.ombudsstelle-investmentfonds.de
Summary of investor rights	A summary of investor rights within the meaning of Article 4(3) of Regulation (EU) 2019/1156 of the European Parliament and of the Council of 20 June 2019 on facilitating the cross-border marketing of collective investment undertakings and amending Regulations (EU) No 345/2013, (EU) No 346/2013 and (EU) No 1286/2014 can be found on the website www.dje.de under "Terms of Service".

² Article 4 of CSSF Regulation N° 16 - 07 on the out-of-court settlement of complaints