

## Complaint Management

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The DJE Investment S.A. attaches importance of the best possible service for their clients. Nevertheless if there should be any kind of trouble a complaint office had been set up to ensure the transparent and prompt processing of your complaint.

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

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- Your name and postal or email address
- 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

By submitting a complaint, you accept the processing of personal data by DJE Investment S.A. and a corresponding contact by telephone, mail and/or electronically. 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:

<b>by phone</b>	+352 26 92 52 20
<b>by poste</b>	DJE Investment S.A. 22A Schaffmill L – 6778 Grevenmacher
<b>via email</b>	<a href="mailto:beschwerde@dje.lu">beschwerde@dje.lu</a>

### Your complaint will be processed as follows:

<b>fast solution</b>	Your complaint will be processed as soon as we receive it.
<b>confirmation</b>	If the processing takes longer as a result of the complexity of the situation the customer will receive a confirmation of receipt within 5 working days indicating a date when a solution can be expected.
<b>status report</b>	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 and a final response will be sent to you. If we are not able to process your complaint within this time frame we will inform you about the reasons via post or electronically, if your contact information has been provided and will let you know the date when a solution can be expected.

**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.

**responsible supervision authority** For additional queries please contact in writing the member of the board of directors Mr. Dirk Vollkommer. 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](#)

**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](http://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 \[www.dje.de\]\(http://www.dje.de\) under "Terms of Service".](#)