

Complaint Management

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:

- 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

Complaints will be processed free of charge.

You may file your complaint:

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

Your complaint will be processed as follows:

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 the customer will receive a confirmation of receipt within 5 working days indicating a date when a solution can be expected.
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.
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 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.
responsible supervision authority	For additional queries please contact in writing the member of the board of directors Mr. Stefan-David Grün. 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): http://www.cssf.lu/en/consumer/complaints/
dispute settlement procedure for private investors	<p>Die DJE Investment S.A. is a member of the Ombudsman's Office for investment funds of the Bundesverband Investment and Asset Management e.V. (BVI). 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:</p> <p>Büro der Ombudsstelle des BVI, Unter den Linden 42, 10117 Berlin.</p> <p>For any further information regarding the Ombudsman's Office for investment funds click here: http://www.ombudsstelle-investmentfonds.de/start/</p>