

PROCEDURE FOR COMPLAINT HANDLING

Complaints are to be made in English, French, German or Luxembourgish:

- by e-mail to Q Securities (Office): office-lu@qsecurities.com, or
- by post to:

Q Securities SA Luxembourg Branch

46A Av. John F. Kennedy

L-1855 Luxembourg

The reasons for the complaint must be stated and the following documents submitted:

- A detailed and chronological statement of the facts underlying the complaint.
- If someone is acting on your behalf, a document confirming their power of attorney.
- A copy of your identification document and, where applicable, that of your representative.

The acknowledgement of receipt will be sent within 10 business days of receiving your complaint.

The response to your complaint will be provided within one month of receipt of your complaint, except in exceptional valid circumstances.

If the response is not satisfactory, you have the right to submit your complaint directly to:

Commission de Surveillance du Secteur Financier
Département juridique II
283 route d'Arlon
L-2991 Luxembourg

Fax: (+352) 26 25 1 – 2601

E-mail: reclamation@cssf.lu

This should be done within one year after the introduction of the initial complaint, in accordance with Regulation CSSF 16-07 of 26 October 2016 on the out-of-court resolution of complaints, and available for download from the CSSF website: www.cssf.lu.