

Information on the complaints procedure for investors in

# Flossbach von Storch Invest S.A.

(for funds that are issued in Luxembourg)

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Flossbach von Storch



### Complaints procedure for funds that are issued in Luxembourg

The satisfaction of our investors is our number one priority. It is therefore important for us to give them the opportunity to express criticism. For this reason, Flossbach von Storch Invest S.A. has established a complaints office that can be contacted by all our funds' investors in the event that they wish to make a complaint or express criticism.

Investors may file a complaint in the respective official language(s) of their member state. They may communicate their issues or complaints by post or by email at the following address:

**Postal address:** Flossbach von Storch Invest S.A.  
- Beschwerdemanagement –  
Complaint Management  
6, Avenue Marie-Thérèse  
L-2132 Luxembourg  
Luxembourg

**Email:** [beschwerde@fvsinvest.lu](mailto:beschwerde@fvsinvest.lu)

Complaints are processed free of charge.

Complaints that are submitted to our complaints office must include a short description of the issue and your name. As soon as we receive a complaint, we will process it immediately. You will receive a reply within a maximum of ten banking days of receipt of the complaint. If it transpires that the processing procedure is taking longer due to the complex nature of the issue, you will receive an intermediate reply within one month of receipt of the complaint, in addition to the aforementioned confirmation of receipt.

If you have any questions that are not covered by the information above, you may write to the board member responsible for complaints, Mr Markus Müller. If your issues still have not been resolved within one month of sending your complaint, you also have the option of using the procedure for out-of-court complaint settlements via the Luxembourg financial supervisory authority, the Commission de Surveillance du Secteur Financier (CSSF). For more information, visit the site [www.cssf.lu](http://www.cssf.lu) (Regulation CSSF 16-07). It is possible to get in contact by post (Commission de Surveillance du Secteur Financier, Département Juridique CC, 283, route d'Arlon, L-2991 Luxembourg), by fax (00352 26 251 601) or by email ([reclamation@cssf.lu](mailto:reclamation@cssf.lu)). An application for an out-of-court complaint settlement via the CSSF is no longer permitted when more than a year has passed between the date on which the original complaint was submitted to us and the date on which it was submitted to the CSSF.