

(01 January 2021)

## Information about complaints management for business partners of Attrax Financial Services S.A.

Dear business partner,

We would like to thank you very much for the trust that you have placed in us as a service provider by expressing your interest in, or deciding to make use of, the services of Attrax Financial Services S.A.

If you ever feel that you have not received the level of service that you would expect from us, please do not hesitate to contact us. Your satisfaction is very important to us. You can contact our Customer Service department as follows:

Tel.: 00352 2640-7010 (Monday to Friday from 8:30 am to 4:30 pm)  
Fax: 00352 2640-7999  
Email: [info@attrax.lu](mailto:info@attrax.lu)  
Website: [https://www.attrax.lu/en/contact/contact\\_form.html](https://www.attrax.lu/en/contact/contact_form.html)  
Address: Attrax Financial Services S.A.  
Complaints management,  
3, Heienhaff, L-1736 Senningerberg, Luxemburg

You can also contact the relevant individual department directly:

	Email:	Fax: 00352 2640-
Complaints Management	<a href="mailto:bsm@attrax.lu">bsm@attrax.lu</a>	-7823
Sales	<a href="mailto:info@attrax.lu">info@attrax.lu</a>	-7999
Fund Partner Management	<a href="mailto:attrax-fondsdaten@attrax.lu">attrax-fondsdaten@attrax.lu</a>	-2223
Ordering	<a href="mailto:ordering@attrax.lu">ordering@attrax.lu</a>	-7821
Institutionals	<a href="mailto:institutionals@attrax.lu">institutionals@attrax.lu</a>	-7819
Cash&Clearing	<a href="mailto:cash&amp;clearing@attrax.lu">cash&amp;clearing@attrax.lu</a>	-7815
Corporate Actions	<a href="mailto:attrax-ca@attrax.lu">attrax-ca@attrax.lu</a>	-7623
Transfers	<a href="mailto:transfer@attrax.lu">transfer@attrax.lu</a>	-7816
Commissions	<a href="mailto:commissions@attrax.lu">commissions@attrax.lu</a>	-7813

If we receive a complaint from you, we will immediately log it in a central system so that we can inform you of the progress made in dealing with it. Suitably qualified staff will then deal with the matter. To assist them, please provide us with the details of your complaint including all significant information and, if applicable, any relevant documents. You will receive confirmation of receipt within ten working days of your complaint reaching us – unless we have already answered your complaint within this period.

Our aim is to resolve the complaint transparently and to find a solution that is satisfactory to you and us. It goes without saying that you will not be charged for this service.

If we have not dealt with your concerns to your satisfaction, you can write to the Attrax Financial Services S.A. Managing Director with responsibility for complaints, Mr Thilo Balzer.



If you are not happy with the resolution of the complaint, you have the option of taking legal action under civil law or seeking out-of-court dispute settlement. The procedure for the out-of-court settlement of disputes is conducted by Luxembourg's supervisory authority CSSF (Commission de Surveillance du Secteur Financier) in accordance with CSSF Regulation No. 16-07. Further information is available on the website of CSSF under Customer Complaints or at:  
<http://www.cssf.lu/en/consumer/complaints/>

Kind regards,  
Attrax Financial Services S.A.