

# Complaint Management

at MEAG Luxembourg S.à r.l.

**MEAG Luxembourg S.à r.l.** (the "Management Company") acts as management company for investment funds and has its registered office in the Grand Duchy of Luxembourg.

For a quick and transparent clarification of your query, please contact MEAG MUNICH ERGO Kapitalanlagegesellschaft mbH:

Postal address:           **MEAG MUNICH ERGO Kapitalanlagegesellschaft mbH**  
RSS – Retail Sales Support  
Am Münchner Tor 1  
D-80805 München

Phone:                     0049/(0)89-2489-0

E-mail:                    [info@meag.com](mailto:info@meag.com)

The qualified MEAG staff in the Retail Sales Support department will process your query immediately upon its receipt, and contact you within two working days.

The request must be submitted in German or English, be well founded and include at least the following information or documents:

- a detailed statement of the facts underlying the complaint;
- in the case of a person acting on behalf of an applicant or legal entity, a document showing that the person is legally entitled to do so;
- a copy of a valid identification document of the applicant (natural person) or, if the applicant is a legal entity, of the natural person representing that legal entity.

This procedure is free of charge.

If you are not satisfied with the proposed solution, you can contact the Management Company at any time.

Postal address:           **MEAG Luxembourg S.à r.l.**  
Ms. Lydia Malakis, Managing Director  
15, rue Notre Dame  
L-2240 Luxembourg

Phone:                     00352/ 26 20 20 60

If the Management Company fails to provide a satisfactory solution, you may be able to use the out-of-court complaint resolution procedure with the CSSF.

Detailed information on this procedure, as provided for by CSSF Regulation 16-07, can be found on the CSSF website at:

<http://www.cssf.lu/en/consumer/complaints/>

You can send your application to the following e-mail address: [reclamation@cssf.lu](mailto:reclamation@cssf.lu) or to the following postal address:

Commission de Surveillance du Secteur Financier  
Département Juridique - Service JUR - CC  
283 route d'Arlon  
L-1150 Luxembourg

Or by fax: 00352 26251-2601.

The aim of this CSSF procedure is to have complaints and differences of opinion settled out-of-court and free of charge for investors by a neutral dispute-resolution body.

The complaint must first be dealt with by the Management Company before this procedure can be initiated.

If you have not received a satisfactory answer or acknowledgment of receipt within a month of sending your complaint to the Management Company, you can file a request with the CSSF for an out-of-court resolution. Please use the form provided on the CSSF website and follow the instructions given there.

Your application to the CSSF may be submitted within one year from the date of submission of your complaint to the Management Company.

CSSF Regulation 16-07 also covers any other aspects of out-of-court complaint resolution.