

Complaints policy and procedure

Luxembourg – applicable to Crestbridge S.A. hereinafter referred to as 'Crestbridge'.

Crestbridge makes every effort possible to conduct business in a manner that avoids Client complaints, unfortunately in some cases compliance may still occur.

Crestbridge, through this policy ensures that complaints are handled properly and resolved promptly, while always meeting the Clients' interests.

1. Purpose of the Policy

The policy aims to ensure that Crestbridge is compliant with the CSSF Regulation N°16-07 and related CSSF Circulars 17/671 and 18/698 (together hereinafter CSSF Regulation N°16-07) and that there is a systematic, consistent and documented procedure in place.

2. Definition of complaints

A complaint is considered to be any expression of dissatisfaction either oral or written, justified or not, which is about the Company's provision of, failure to provide, a financial services activity.

A complaint is considered to be any expression of dissatisfaction either oral or written, justified or not, which is about the Company any criticism made by anyone outside Crestbridge in respect of any act or omission, whether deliberate or not, of anyone working for, or in connection with, the financial services businesses of Crestbridge or against any activity, service or work carried out at any time by Crestbridge.

3. Reporting and registering a complaint

An employee receiving a complaint immediately informs the Conducting Officer.

In case of a verbal complaint, the complaining party will be requested to submit the complaint in writing or by email. The complaint should include at least: name and address of the complaining party, date of the complaint and the clear description of the nature of the complaint.

The written complaint should describe the full case history, the complaining party's position and request and shall be accompanied by all necessary information and documentation. The request should be filed in English.

4. Acknowledgement of receipt of a complaint

A written acknowledgement of receipt will be provided to the complaining party within a period which shall not exceed 48 hours after receipt of the complaint. The complaining party will be informed of the name and contact details of the person handling the file.

5. Handling of a complaint

Crestbridge SA shall:

- seek to gather and to investigate all relevant evidence and information on each complaint;
- seek to communicate in a plain and easily comprehensible language; and
- provide an answer without undue delay and in any case, within a period which cannot exceed one month between the date of receipt of the complaint and the date at which the answer to the complaining party was sent. Where an answer cannot be provided within this period, Crestbridge SA shall inform the complaining party of the causes of the delay and indicate the date at which its examination is likely to be achieved.

Crestbridge SA will inform the complaining party about the decision taken and consequences of that decision providing a clear explanation as to why the complaint has been upheld or rejected as the case may be.

6. Objections

If the complaining party disagrees with the response to the complaint, the complaining party may submit an objection to the Managing Director of Crestbridge SA. Objections must always be submitted in writing and clearly stating the reasons for the objection.

Where the complaining party did not obtain an answer or a satisfactory answer Crestbridge SA will inform the complaining party, in writing of the existence of the out-of-court complaint resolution procedure at the CSSF as set out in CSSF Regulation 16-07, Circular 17/671 and Circular 18/698. Crestbridge SA will inform the complaining party on paper or by way of another durable medium that they can file a request with the CSSF and that the request must be submitted to CSSF within one year after the complaint was filed with Crestbridge SA.

Circle will inform the complaining party about the procedure before the CSSF as set out in CSSF Regulation 16-07, Circular 17/671 and Circular 18/698.

7. Ongoing review and reporting

Crestbridge SA shall:

- analyse the data relating to the complaint handling, on a permanent basis, in order to enable the identification and treatment of any recurring or systemic problem, as well as any potential legal and operational risks;
- ensure that complaints are escalated as appropriate through internal channels and ultimately to the Board of Directors during the assessment phase and upon resolution, ensure that the Board of Directors is informed on a regular basis of all complaints received as regards to the complaints' nature, its background, its financial/legal/regulatory impact, the actions taken for its resolutions and steps to prevent reoccurrence; and
- the implementation of the policy is reviewed on a periodic basis.

8. CSSF

Crestbridge SA will communicate to the CSSF, on an annual basis, a table including the number of complaints registered by Crestbridge SA, classified by type of complaints, as well as a summary report of the complaints and of the measures taken to handle them.

9. Administrative recording

Complaints are registered in the 'Complaints register'.

Any relevant documents related to the complaint and/or handling of the complaints will be archived and retained for a period of 2 years.

10. Insurance Notification

Any complaint whether verbal or written shall be considered by the Conducting Officer in conjunction with the Managing Director as to whether the complaint may give rise to a notifiable circumstance for the purposes of the Crestbridge PI insurance policy.

11. Potential Litigation

In the event of any potential litigation against Crestbridge the Managing Director and the Executive Committee should immediately be informed. The Managing Director will then put Crestbridge's insurers on notice of a potential Professional Indemnity Insurance claim. Under no circumstance should Crestbridge make any offer or suggestion of settlement without the written consent of the insurers.

12. Company recourse to CSSF out-of-court complaint resolution

The decision of making recourse to the out-of-court complaint resolution can only be taken by the Managing Director, Country Head, in consultation with the Board of Directors or the Board of Directors.

13. CSSF reporting

Annually the CSSF form named "Claims registered by the professional pursuant to CSSF Regulation N° 16-07", available under the following link: <https://www.cssf.lu/en/supervision/pfs/specialised-pfs/forms/>, shall be sent duly filled in to the CSSF together with the end of year documentation.

The form shall be checked by the Conducting Officer and approved by the Director.

14. Applicable Legislation

CSSF Regulation N° 16-07, Circular 17/671 and Circular 18/698. relating to the out-of-court resolution of complaints

Note: The Conducting Officer Manager responsible toward the CSSF for the complaints, as notified to the CSSF on 24.01.2019 is Aleksander Jakima

15. Mediums for filing of complaints

Telephone:

Complaint Conducting Officer: +352 26 215 444

Letter/Post:

Conducting Officer
Crestbridge SA
1 Boulevard de la Foire,
L-1528 Luxembourg
Grand-Duchy of Luxembourg