

Complaints handling policy

Orionis Management S.A. has implemented procedures for managing customer complaints which complies with the requirements of CSSF Regulation 16-07 relating to the out-of-court resolution of complaints.

A complaint is an expression of dissatisfaction which, to be admissible, must be formally received in writing from or on behalf of an eligible complainant, about the firm's provision of or failure to provide a financial service. A request for information, clarification or service is not a complaint. In this context, any complaint concerning the company must be sent within one year to:

Orionis Management S.A.

To the attention of the Compliance Officer
370, route de Longwy
L-1940 Luxembourg Grand-Duché de Luxembourg
Phone: +352 26 44 01 70

Orionis Management S.A. will treat your complaint as follows:

In general, a response will be communicated to the complainant within ten working days. If a response cannot be provided within this period, the person responsible for handling complaints will notify the complainant, in writing with acknowledgment of receipt, and within ten working days of receipt of the complaint, that the processing of the complaint is being analysed. In all cases, the response must be provided within a period not exceeding one month after the date of receipt of the complaint. When no response can be provided within one month, the person responsible for processing complaints will inform the complainant of the causes of the delay and indicate the date on which his/her review is likely to be finished.

Orionis Management S.A. informs its customers of the existence of the out-of-court dispute settlement procedure with the Commission de Surveillance du Secteur Financier ("the CSSF"), the Luxembourg financial services regulator.

Where a complainant did not receive a response or satisfactory response within one month of a complaint being submitted to Orionis Management S.A., the complainant may, within one year from the date to which he lodged his/her complaint with Orionis Management SA, transfer his/her complaint to the CSSF by the following means:

- either by mail addressed to :

Commission de Surveillance du Secteur Financier
Département Juridique CC
283, route d'Arlon
L-2991 Luxembourg

- either by fax to : (+352) 26 25 1-2601
- or by e-mail at the following address: reclamation@cssf.lu
- or online on the CSSF website.