

## Information on the complaint procedure

### Complaint procedure

ODDO BHF Asset Management Lux (following "OBAM Lux") provides its services to you as a customer with the utmost care. Our goal is that you turn to us with confidence in all asset management topics and that you are satisfied with our products and the support we provide. If this is not the case, do not hesitate to contact your account manager.

OBAM Lux is supported in handling customer complaints by its parent company, ODDO BHF Asset Management GmbH, based in Düsseldorf, Federal Republic of Germany.

Of course, you can also contact us in German or English language

1. by E-Mail to [kundenservice@oddo-bhf.com](mailto:kundenservice@oddo-bhf.com);
2. by post to  
ODDO BHF Asset Management Lux, 6, rue Gabriel Lippmann, 5365 Munsbach, Grand Duchy of Luxembourg,  
ODDO BHF Asset Management GmbH, Herzogstraße 15, 40217 Düsseldorf, Federal Republic of Germany or  
ODDO BHF Asset Management GmbH, Gallusanlage 8, 60329 Frankfurt am Main Federal Republic of Germany
3. or by phone at  
+ 352 457676 233,  
+49 211 23924 01 or  
+49 69 920 500.

Each complaint is as a the first step forwarded to the respective account manager, who is responsible for the prompt and efficient handling. The Compliance function is also informed to ensure central recording, objective processing and the identification and avoidance of any conflicts of interest.

We will acknowledge receipt of a complaint to you within ten business days. If it turns out that the facts cannot be conclusively clarified within this period, we will inform you within one month about the current interim status as well as the further processing process.

The processing is of course free of charge for you.

### Dispute settlement

If you have not received a satisfactory response you can then, in a second step, contact the Managing Director responsible for complaints, Mr Carsten Reek, in writing. If you have not received a satisfactory response or confirmation of receipt within one month of sending your complaint, you can use, in a third step, the procedure for the out-of-court settlement of complaints with the Luxembourg Financial Supervisory Authority, the Commission de Surveillance du Secteur Financier (following "CSSF") (Regulation CSSF 16-07).

Contact can be made by post (Commission de Surveillance du Secteur Financier, Département Juridique CC, 283, route d'Arlon, L-2991 Luxembourg, Grand Duchy of Luxembourg, by e-mail ([reclamation@cssf.lu](mailto:reclamation@cssf.lu)) or via the complaint-form available on the CSSF website (<https://reclamations.apps.cssf.lu>).

Please visit the CSSF website for more information on the procedure. An application for an out-of-court settlement of a complaint to the CSSF is no longer admissible if more than one year has elapsed between the date of submission to the CSSF and the original submission of your complaint to us.

In the event of disputes relating to sales contracts or service contracts concluded by electronic means, consumers can also contact the EU's online dispute resolution platform ([www.ec.europa.eu/consumers/odr](http://www.ec.europa.eu/consumers/odr)). The following e-mail address can be entered as the contact address of OBAM Lux: [kunden-service@oddo-bhf.com](mailto:kunden-service@oddo-bhf.com). The platform itself is not a dispute resolution body, but merely provides the parties with contact with a competent national arbitration board.

The right to appeal to the courts remains unaffected by a dispute resolution procedure.

#### **Right of revocation in the case of purchase outside the permanent business premises or means of distance communication**

If the purchase of shares in open-ended investment funds is concluded on the basis of oral negotiations outside the permanent business premises of the person who sold the shares or brokered the sale, the buyer has no right to revoke his declaration of purchase in text form and without giving reasons within a period of two weeks.

In the case of purchase contracts for shares in open-ended investment funds that have been concluded exclusively by means of distance communication (e.g. letters, telephone calls, e-mails) (distance contracts), there is also no right of revocation.

#### **Abolition of cross-border distribution**

OBAM Lux investment funds may have been reported for distribution in various EU member states. Investors are advised that OBAM Lux may decide to repeal the arrangements it has made for the distribution of the units of its investment funds in accordance with Article 93a of Directive 2009/65/EC, as amended, and Article 32a of directive 2011/61/EU, as amended.