

Principles of complaint handling

It is in the interest of the bank to answer incoming complaints promptly and appropriately, as otherwise the existing relationship of trust between the customer and the bank will be jeopardised.

These principles of complaint handling are intended to make the procedure transparent to the customer, which ensures that his complaint is dealt with objectively, appropriately and quickly.

1. Responsible persons

The responsible Executive Board member and central contact point for the submission of complaints is Mr. Martin Huber. He initiates the follow-up and processing of the complaint as well as its response. Thus, the complainant receives a complete and final explanation of his or her position regarding the complaint directly from the Executive Board.

The internal analysis centre for the handling of complaints is the Chief Compliance Officer of BTG Pactual Europe S.A. Here, all complaints are centrally recorded, analysed and the reasons evaluated.

2. Complaint access

The Customer may notify the Bank of a complaint by telephone, FAX, e-mail or in writing. If necessary, the Bank may require the Customer to do so in writing in order to avoid any ambiguity.

Contact details:

Martin Huber, Tel.: +352/2248601, Fax: +352/224863, Email: martin.huber@f-i-s.lu

A complaint must be addressed to BTG Pactual Europe S.A. in German or English.

3. Complaint handling and deadlines

After reviewing the case, the customer will receive a response within 10 working days of receipt of the complaint:

- for complaints that need to be resolved quickly, a direct response or
- an acknowledgement of receipt including the contact details of the member of staff dealing with the matter

The bank has the obligation to request additional documents from the customer to clarify the complaint, if necessary. This additional request may delay the processing of the complaint.

The complaint must be answered no later than one month after the date of receipt. This must be done in a formulation that is comprehensible to the customer. If a timely response is not possible, reasons shall be given to the customer. As far as possible, the bank shall inform the client of the date when the complaint investigation may have been completed.

Different deadlines apply to a payment transaction complaint (PSD 2):

- 15 days for complaints to be resolved quickly (direct response)
- 50 days if the Bank is not responsible for the delay in processing

The client has the possibility, after receiving a decision on his complaint from the Board (negative or complaint upheld), to submit it to the Commission de Surveillance du Secteur Financier (CSSF) for out-of-court examination. The submission to the CSSF must be made within one year from the date of receipt of the complaint by the Bank. If necessary, the Bank will also make use of or propose this procedure. The bank will inform the client of this and provide him with a copy of CSSF Regulation 16-07 as well as the necessary contact details. We also refer to the information on this subject on the CSSF website <https://www.cssf.lu/de/kundenbeschwerden/>.

4. Post-processing

The bank understands a customer complaint as a suggestion to review and, if necessary, improve existing processes. Therefore, the bank subjects the complaints received to a detailed analysis in order to prevent possible conflicts of interest and to avoid a recurrence of the reason for complaint as far as possible.

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