

ARVESTAR

Complaints Handling Procedure

In accordance with the Regulatory requirements, the present section provides you with information on the Arvestar Asset Management S.A.'s procedure for handling complaints (hereinafter "Arvestar").

A complaint is a manifestation of a client's dissatisfaction with the services provided by Arvestar, the financial instruments managed by Arvestar or the conduct of Arvestar representatives.

The complaint must be in writing and signed, and sent to the postal address or electronic address of Arvestar's complaints management service.

As soon as the complaint is received, the Arvestar's complaints management service records the complaints in the complaints register, notifies the client within a maximum of 5 bank business days that his complaint has been received and collects the information required to handle the complaint.

In all cases where the complaint is categorized as being of high or critical risk based on its direct or indirect financial repercussions or reputational impact, the Person Responsible for Handling the Complaint will notify the Management Board who decides on the recommendations made by the Person Responsible for Handling the Complaint, the Risk Manager and the Compliance Officer.

Any complaint may be lodged by mail or email addressed to the Complaints Management service of Arvestar to one of the following addresses:

Arvestar Asset Management
Guimardstraat 19
B - 1040
Belgium
info@arvestar.be

Any such claim may be made in French, Dutch, and English or in the language in which the CIS' documentation is translated for marketing purposes in the State of the investor concerned.

Each client of a financial institution, who acts as a natural person in his own interests, can introduce a complaint with Ombudsfina when he did not obtain a satisfactory solution for his problem from his financial institution:

Ombudsfina – Ombudsman in financial conflicts
North Gate II, Boulevard du Roi Albert II, n°8, bte. 2
1000 Bruxelles
Tél. : +32 2 545 77 70
Fax: +32 2 545 77 79
E-mail: ombudsman@ombudsfina.be <https://www.ombudsfina.be/en/individuals/home>