



Complaints Procedure

Client satisfaction is important to us. If you are not satisfied with the service you receive, you have the right to file an official complaint with us. All complaints are taken very seriously and we will address these as quickly and appropriately as possible.

COMPLAINT HANDLING

Centralis S.A. is a market-leading outsourced corporate services provider. Our team of highly-qualified experts always aim to provide service of the highest quality.

In the event of any bona fide dissatisfaction in relation to the provision of the services, complaints should be made to the company's main contact for complaint handling:

Sebastien François
Group Head of Corporate Services

Centralis S.A.
8-10 Avenue de la Gare · L-1610
Luxembourg
t. +352 26 186 504

sebastien.francois@centralis.lu

A record of all complaints is maintained by Centralis and is available for consultation by the regulator and the auditors.

CSSF

If Centralis' response to a complaint is not considered by the Client to be satisfactory, there exists an out-of-court complaint resolution at the **Commission de Surveillance du Secteur Financier (CSSF)**, Luxembourg's financial regulator, to whom the matter can be referred.

The contact details are as follows:

Commission de Surveillance du Secteur Financier
Département juridique II

283, route d'Arlon
L-2991 Luxembourg
t. (+352) 26 25-1 601

reclamation@cssf.lu

www.cssf.lu