

Complaints' handling Procedure

ANCILE (LUXEMBOURG) FUND S.A., SICAV-SIF
(the “**Company**”)
2, Place de Paris
L-2314 Luxembourg
RCS Luxembourg B158647

updated: April 2021

Complaint means any written Notice to recognise a right or to redress a harm filed with or addressed to the Complaints' Officer, in the form and in accordance with the procedure as further determined in the present paragraph.

The present document intends to instruct how to file a complaint and to instruct how the Company handles the complaints by the out-of-court resolution of complaints or including the role of the CSSF.

HOW TO SEND A COMPLAINT

The Company's investors or every stakeholder interested to address a complaint or a question to the Company gets in contact with the Complaints' Officer of the Company, by sending a letter or an email to the following addresses:

Ancile (Luxembourg) Fund S.A., SICAV SIF
2 place de Paris
L-2314 Luxembourg

Or to the following email address:

aifm@ancilefund.lu

to the attention of the Complaints' Officer Mr Vito Luciano Mancini

The investor has access to the contact address also by mean of the instructions reported in the subscription form and in the latest version of Fund's Prospectus.

It is also possible to consult the web site www.ancilefundsicav.lu to have access to the most recent version of the Complaint's handling procedures.

The investor has also the right to receive the present policy on request and to be responded free of charge.

The complaint shall contain in a clear and concise manner the identity of the complainant and his power or right of representation; the concerned vehicle, Fund or sub-fund; the object of the complaint and including of every document or information aiming to identify the object and of complain and, where applicable, indemnification.

HANDLING OF COMPLAINT

Following the reception of the complaint, the Company will take the following actions:

i. Assessing the Complaint

- The AIFM aims to assess any complaints made within 2 to 3 business days and assesses all complaints within ten (10) business days upon receipt. The Complaint's Officer shall respect the investors' equal treatment principle.
- In order to assess the complaint, the Complaints' Officer first looks at the subject matter of the complaint and determines whether it should uphold the complaint in the first place.
- During the investigation process, the Company uses all evidence that is available to it.

- During every complaint investigation procedure, the Complaints' Officer endeavours to deal with the complaint as promptly as possible.
- The Complaints' Officer promptly informs the complainant about the reception of the message.
- The decision the Company has reached on the matter generally no later than ten (10) business days after first receiving the complaint.
- If at the end of the ten (10) business day period, the Company is unable to reach a conclusion on the matter, it will inform the investor of the reasons it has been unable to resolve the complaint, and if and when it expects to be able to reach a decision.
- If the Company cannot resolve the matter itself, it informs the complainant of the same.

ii. Responding to the Complaint

The Company's response to its complainant will generally include an explanation of its assessment of the complaint.

If the Company decides that remedial action is appropriate with regards to the complaint, the response will detail how the Company will action the remedies.

iii. Keeping of the register of Complaint

The Complaint's Officer shall keep record of the handled complaints in a dedicated register and periodically inform the Board and the CSSF.

iv. Reporting to the CSSF

The Company 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 Service Regulator. The notice procedure followed by the Company is set by the CSSF Circular 17/671.

ESCALATING TO THE REGULATORY AUTHORITY

Were a customer did not receive a response or satisfactory response to the complaint, which had been submitted to the Company, within the timeline reported above, the customer can refer their complaint to the CSSF, the Supervisory entity of the Company, within one year of the date of filing to the Company.

The CSSF is competent to receive complaints from customers (natural or legal persons) of the professionals subject to its supervision and to act as an intermediary in order to seek an amicable settlement of these complaints. The out-of-court resolution of disputes takes place on a voluntary basis and is free of charge. The complaints that are sent to the CSSF are handled by its legal department : "*Legal Department Consumer Protection/Financial Crime*" of the CSSF.

In case of submitting a complaint to the CSSF it should be submitted in the English, French, German or Luxembourgish language. The complaint can be either:

- By filling the [online complaint](#) form where all relevant documents can be attached;
- by sending the completed [complaint form \(PDF\)](#):
Either by mail (simple mailing, no registered letter required) to the following address:
Commission de Surveillance du Secteur Financier
Département Juridique CC
283, route d'Arlon
L-2991 Luxembourg
Or by fax using the following number: (+352) 26 25 1-2601;

Or by e-mail at the following address: reclamation@cssf.lu

The prerequisites to file a complaint of out-of-court resolution are the followings:

- the dispute must concern a **financial product**, a **financial service** or a **statutory audit**;
- the complaint must **not** concern the **business policy of the professional**;
- the complaint must have been **first submitted in writing to the person responsible for the complaint handling at the level of the management of the professional** aimed by the complainant (“manager responsible for complaint handling”);
- the complainant has **not received a satisfactory answer** nor an acknowledgement of receipt within one month as of the date the complaint was sent to the manager responsible for complaint handling;
- the complaint has **not previously been** or is not **currently being examined** by another ADR, an arbitrator, an arbitration tribunal or a court **in Luxembourg or abroad**;
- the complaint is not **unreasonable, frivolous or vexatious**.

The complaint shall be duly motivated and accompanied by the following documents:

- a detailed and chronological description of the facts of the complaint and of the steps already followed by the complainant;
- a copy of the complaint that was sent to the manager responsible for complaint handling;
- a copy of the answer that was given by the professional to the complaint that was sent to the manager responsible for complaint handling or the confirmation by the complainant that she/he did not receive an answer within one month after she/he sent her/his complaint to the manager responsible for complaint handling;
- a confirmation of the complainant that s/he has not referred the matter to a court, an arbitrator or an other out-of-court complaint resolution body in Luxembourg or abroad (see confirmations to be given in the complaint form);
- an agreement to the terms according to which the CSSF intervenes as ADR (see confirmations to be given in the complaint form);

- an express declaration granting the CSSF the right to transmit the complaint (including the attachments) as well as any future correspondence or information to the professional aimed at by the complaint (see confirmations to be given in the complaint form);
- in any case (should an other person act on behalf or not of the complainant), a copy of a valid ID document of the complainant (natural person) or, where the complainant is a legal person, a valid ID document of the natural person representing this legal person;
- a copy of the power of representation if the complainant is represented by a third party;
- in case the complainant is acting on behalf of a legal entity, an official document stating that the complainant is legally entitled to represent the company concerned (for example an extract of the trade and companies register) must be attached to the complaint.

Any document that is potentially useful for a proper understanding of the dispute with the professional will be attached to the complaint.

If the file is sent by post, original documents must be kept and only copies of the documents should be enclosed with the mail.