

Complaints Handling Process – ASFL

Luxembourg Guidance

Aztec Financial Services (Luxembourg) S.A. (“**AFSL**”) aims to provide exceptional service to its clients. However, we understand that there may be occasions where errors occur, leading to complaints. In such cases, we are committed to addressing your concerns promptly and effectively through the following process:

- Upon receipt of your complaint, AFSL will initiate a comprehensive and impartial investigation within a reasonable timeframe.
- A formal acknowledgment of your complaint will be dispatched within 10 business days of receipt.
- Within one month of receiving your complaint, AFSL will furnish you with a detailed response, incorporating the name and designation of the designated individual handling your complaint. This response will include:
 - A conclusive resolution to your complaint, or
 - Clarification on any procedural delays, accompanied by an estimated timeline for resolution.

Please note that all complaints must be submitted in writing to the local Director overseeing Client Complaints and sent whether via post, fax or through the following email address: enquiries@aztecgroup.eu. Alternatively, you can send your complaint to your usual Aztec contact person. Complaints can be made in the following languages: Luxembourgish, German, English, or French.

Upon reception of AFSL’s final response, in case you remain dissatisfied with the outcome of your complaint, you retain the prerogative to escalate the matter to the Commission de Surveillance du Secteur Financier (CSSF), the regulatory authority in Grand Duchy of Luxembourg as follows:

- By filling in the online complaint form: <https://reclamations.apps.cssf.lu/index.html?language=en>
- By postal mail to: Commission de Surveillance du Secteur Financier, Département Juridique CC283, route d’Arlon L-2991 Luxembourg
- By e-mail at the following address: reclamation@cssf.lu

The CSSF regulation on the out-of-court complaint handling can be found on its website, indicated hereunder: https://www.cssf.lu/wp-content/uploads/RCSSF_No16-07eng.pdf

Finally, we would like to thank you for choosing AFSL for servicing your valued business and are committed to resolving any concerns you may have.

Sincerely,
Your AFSL complaints handling team.

The Bright Alternative

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