

Complaints procedure

The satisfaction of our customers is a top priority for Aztec AIFM Services S.A. (“**Aztec AIFM**”). If you are not satisfied with our service, you have the possibility to file an official complaint with us.

Aztec AIFM understands a customer complaint to be any formal expression of dissatisfaction with the service provided by Aztec AIFM. At Aztec AIFM, we take complaints very seriously and will address these as swiftly as possible as well as use it as an opportunity to improve the quality of our services.

Making a complaint:

If you wish to express your dissatisfaction/complaint, do not hesitate to contact any direct contact within Aztec AIF.

Investors or clients are entitled to file complaints free of charge with the Management Company in an official language of their home country orally or in writing, by post, by fax or by e-mail to the below contact details:

Aztec AIFM Services S.A.
8, rue Lou Hemmer
L-1748 Senningerberg
Attn: Compliance department

E-mail: kasia.deoliveirsantos@aztecgroup.eu

Phone: +(352) 246 160 6000

Handling your complaint:

Upon receipt of any complaint, Aztec AIFM will record the relevant details, including the date and time of receipt.

A written acknowledgement will be issued to the complainant within ten (10) Business Days unless the complaint has been fully resolved within the intervening period (in which case this will be communicated to you). The acknowledgment letter will also include the name and contact details of the person in charge of the complaint handling process.

Aztec AIFM Luxembourg will provide the complainant with a written explanation of the outcome of the investigation and any actions taken to solve the complaint. This will be issued no later than one month after date of receipt of the formal written complaint.

Other circumstances:

In instances where an answer cannot be provided within the above stated timescale, Aztec AIFM will respond accordingly and indicate the cause of the delay and when a response can be expected.

Where the complaint handling by the person in charge of the complaint did not result in a satisfactory answer for the investor or the client or, when no answer has not been provided to the investor or the client, the complainant is entitled to raise the complaint up to the Management Committee in charge of the complaints, as follows:

Aztec AIFM Services S.A.
8, rue Lou Hemmer

The Bright Alternative

Explore: aztec.group

Aztec AIFM Services S.A.
8, rue Lou Hemmer
L-1748 Senningerberg
Grand Duchy of Luxembourg

T +(352) 246 160 6000
F +(352) 246 160 6016
E enquiries@aztecgroup.eu

Private Equity Fund Services
Real Asset Fund Services
Private Credit Fund Services
Corporate Services
Depository Services
AIFM Services



L-1748 Senningerberg
Attn: Management Committee

E-mail: kasia.deoliveirsantos@aztecgroupp.eu

Phone: +(352) 246 160 6000

If, the complainant have not received an answer or a satisfactory answer from the Management Committee within one month from the date at which they sent their complaint, they may refer the matter to the Luxembourg Regulator, Commission de Surveillance du Secteur Financier (“CSSF”) by using the form to be found hereby below and on the following website (the investor will also find under this website inter alia the CSSF Regulation relating to Out-Of-Court Complaint Resolution and relevant CSSF Circulars): [Customer complaints – CSSF](#).

CSSF out-of-court resolution of complaints:

Complaints may be forwarded to the CSSF using the form at the following link [Customer complaints – CSSF](#)

The complainants can refer their complaint to the CSSF in French, German, Luxemburgish or English:

- By filing in the [CSSF - Réclamation](#) form where all relevant documents can be attached
- Or by sending the completed complaint form ([CSSF - Réclamation](#)) either:
 - by email (simple mailing, no registration letter required) to the following address:
Commission du Surveillance du Secteur Financier
Département Juridique CC
283, route d’Arlon
L-2991 Luxembourg
 - by fax at the following number: (+352) 26 25 1 – 601
 - by email to the following email address: reclamation@cssf.lu

The investor may file a request with the CSSF within one year after it has filed the complaint with the Management Committee.

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