

Complaints Handling

At BIL Manage Invest S.A., we give priority to high-quality services and, as such, we grant paramount importance to the feedback received in this respect.

BIL Manage Invest S.A. is willing to address any problems faced by its clients and investors and to deal with all complaints fairly, with integrity, and rigorous standards and timescales.

Consequently, we have established a straightforward yet effective procedure in order to grant each of you with the facility to contact us easily.

In the event that you need to address any complaint, or wish to express dissatisfaction, towards BIL Manage Invest S.A., its employees or the funds for which BIL Manage Invest S.A. acts as Management Company, please send your concerns to:

BIL Manage Invest S.A.

Attn. Laure Watzky

Complaints Handling Officer

42, rue de la Vallée

L-2661 Luxembourg

Phone: +352 4590 2851

Email: laure.watzky@bil.com

Please accompany your correspondence with the attached Complaint Form duly signed and completed.

The Complaints Handling Officer will acknowledge receipt of the Complaint Form within 1 business day and will respond to your concerns in the shortest possible timeframe.

Upon demand, the policy on complaints handling may be obtained free of charge.
