



## COMPLAINTS HANDLING

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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 option to contact us easily.

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

**BIL Manage Invest S.A.**

Attn of Marc Vanmansart  
Chief Compliance Officer  
42, rue de la Vallée  
L-2661 Luxembourg

Phone : +352 272160 9854

Email : [marc.vanmansart@bilmanageinvest.com](mailto:marc.vanmansart@bilmanageinvest.com)

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

The Chief Compliance Officer will acknowledge receipt of your complaint 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.

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