

Summary of Investor Rights and the Complaint Management

Summary of investor rights within the meaning of Article 4 (3) of Regulation (EU) 2019/1156 of the European Parliament and of the Council of 20 June 2019 to facilitate the cross-border marketing of collective investment undertakings and amending Regulations (EU) No 345/2013, (EU) No 346/2013 and (EU) No 1286/2014.

Complaint Management

Our top priority is to perfectly satisfy our investors. That is why we offer you a way to address your critique and complaint. Universal-Investment-Luxembourg S.A. (hereinafter „UI-Luxembourg“) has set up a process and contact point of complaint management. You may send your complaints in writing by mail or electronically via email to UI-Luxembourg.

Complaints via email may be addressed to Beschwerdemanagement-ui-lux@universal-investment.com.

Complaints via mail may be sent to:

Universal-Investment-Luxembourg S.A.
Beschwerdemanagement
15, rue de Flaxweiler
L-6776 Grevenmacher Luxembourg

Complaints are accepted in English or German language. The processing of complaints is free of charge for investors.

Complaint Handling

The aim of UI-Luxembourg's complaint management is to ensure to appropriate and timely processing of investor complaints.

As soon as we receive your complaint, we will store it electronically by our complaint management and process it immediately. You will receive a confirmation of receipt within ten working days.

We will give notice to you about the outcome of your analysis after one month of receipt of your complaint at the latest. If the handling process materializes to take any longer, you will receive an interim reply.

If you are not satisfied with the handling of your complaint, you can additionally contact the responsible managing director, Mr. Martin Groos, in writing.

Possibility of request for out-of-court resolution of complaints at the CSSF

On condition that your complaint has not been solved or an interim reply has not been sent within one month after addressing your complaint to the company, you may request an out-of-court resolution of complaint at the Luxembourg Financial Supervisory Authority Commission de Surveillance du Secteur Financier ("CSSF"). The legal basis for this is the CSSF Regulation 16-07.

The complaint can be sent by mail to:

Commission de Surveillance du Secteur Financier
Département Juridique CC
283, route d'Arlon
L-2991 Luxembourg

or by email reclamation@cssf.lu.

A request for an out-of-court resolution of complaint at the CSSF shall be admissible no longer than one year after the original filing with UI-Luxembourg.

You can also take legal action before the ordinary courts to enforce your rights. The possibility of an individual lawsuit is open to you.

Review of the Complaint Handling Policy

This policy is subject to regular review and publication by UI-Luxembourg.

Annulation of cross-border distribution

Funds of the UI-Luxembourg may have been notified for distribution in different EU member states. Investor's attention is drawn to the fact that UI-Luxembourg, may decide to discontinue the arrangements it has made for distribution of the units if its collective investment undertakings pursuant to Article 93a of the changed Directive 2009/65/EC and Article 32a of the changed Directive 2011/61/EU.

Kontakt

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