

Sanne Group (Luxembourg) S.A. – Complaint Handling Procedure

Service
defines us,
empowers you.

Dear Client,

Sanne is a leading global provider of alternative asset and corporate services. We deliver tailored fiduciary services to a highly valued international client base through a global network of offices located in 23 leading financial locations, which are spread across the Americas, Europe, Africa and Asia-Pacific. Although we aim to provide a high standard of service, it can happen that errors are made, which may give rise to complaints.

Should you be in this situation, your complaint should be addressed in writing to the Sanne Luxembourg's complaint mailbox or to the responsible person for the complaints handling:

The contact details are as follows:

Complaints mailbox: SGLComplaints@sannegroup.com

Sanne Group (Luxembourg) S.A.

Attn: Mrs Lindie Fourie

Airport Center Luxembourg

5, Heienhaff, L-1736 Luxembourg

lindie.fourie@sannegroup.com

To be able to deal with the complaint in a timely and appropriate manner, the complaint should cover the following information:

- exact identity and contact details and, in the event of a deviation, that of the affected party;
- reason for the complaint;
- precise information (including any documents that may be available) about the matter;
- quantifying any damage that may have occurred;
- expectations for resolving the conflict.

A written acknowledgement of receipt will be provided to you within a period which shall not exceed 10 business days after receipt of the complaint, unless the answer itself is provided to you within this period. This written acknowledgement will inform you of the name and contact details of the person in charge of your file.

The person in charge of the file shall:

- keep you informed of the follow-up of the complaint;
- provide an answer without undue delay and in any case, within a period which cannot exceed one month between the date of receipt of the complaint and the date at which the answer was sent to you.

Where an answer cannot be provided within this period, the person in charge of the file will inform you of the causes of the delay and indicate the date at which its examination is likely to be concluded. Where the handling of the complaint did not arrive at a satisfactory resolution for you, the person in charge of the file shall provide you with a full explanation of Sanne Luxembourg's position as regards the complaint. We inform you that an out-of-court complaint resolution procedure exists at the CSSF (our regulator), and if so wished, you can refer the matter to the CSSF.

The contact details of the CSSF are follows:

Commission de Surveillance du Secteur Financier (www.cssf.lu)

Département Juridique CC

283, route d'Arlon

L-2991 Luxembourg

Email: reclamation@cssf.lu

Fax: (+352) 26 25 1 – 2601

The "Request for out-of-court complaint resolution with the CSSF" form and the CSSF regulation 16-07 relating to the out-of-court resolution of complaints can be found on the following web page:

<https://www.cssf.lu/en/customer-complaints/>

We remain at your disposal for any further question. Sanne Group (Luxembourg) S.A.

About Sanne

Sanne is a leading global provider of alternative asset and corporate services.

Established since 1988 and listed as a FTSE 250 company on the Main Market of the London Stock Exchange, Sanne employs c2,200 professionals worldwide and administers structures and funds that have in excess of £500bn assets.

We deliver tailored fiduciary services to a highly valued international client base through a global network of offices located in 23 leading financial locations, which are spread across the Americas, Europe, Africa and Asia-Pacific.

Clients are serviced through regional businesses which are led by global leaders with deep experience in alternative asset and corporate services. Each business contains multifunctional and skilled teams of professionally qualified people who are aligned to the specific requirements of each client, across one accredited platform.

Our specialist expertise is delivered across private debt, capital markets, real assets, private equity, hedge and corporate services. Our clients include leading fund managers, financial institutions and global corporates.

Sanne at a glance



More than 2,200 people worldwide



A FTSE 250 listed business



Over £500 billion assets under administration



Leaders in fund and administration services



Accredited business process



**23 locations
AMERICAS / EUROPE /
AFRICA / ASIA-PACIFIC**

Our promise

We believe that clients should expect more, so we stand for professionalism, innovation and quality. If you require a strategic relationship and a true business partnership with people who genuinely care about your growth. We are Sanne.

Let's talk...

For more information, please visit our website sannegroup.com

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Professionalism
sets us apart,
strengthens your business.