



**Complaints handling policy**  
**Date : November 14<sup>th</sup>, 2017**

**Context**

The regulation CSSF N° 16-07 of October 26<sup>th</sup>, 2016 (the “**Regulation**”) imposes on entities subject to the prudential supervision of the CSSF (“**Regulated Entities**”) certain duties with regards to the proper handling of complaints filed with such entities.

The purpose of this procedure is to describe the system implemented within COFIGECO to treat and manage complaints of investors, partners and other actors, in accordance with the legal and regulatory provisions in force:

- DIRECTIVE 2009/65/EC of the European Parliament and Council dated July 13<sup>th</sup> 2009,
- CSSF Regulation n° 10-4 transposing directive 2010/43/EU of 1 July 2010,
- Law of December 17<sup>th</sup> 2010 regarding collective investments undertakings,
- CSSF circular 12/546,
- Grand-Duchy regulation of July 13<sup>th</sup> 2007 transposing the 2006/73 directive of August 10<sup>th</sup> 2006.
- Circular CSSF 07/307,
- CSSF Regulation N° 16-07 relating to out-of-court complaint resolution, abrogating CSSF Regulation N° 13-02.

In particular, the Regulation imposes on Regulated Entities to define, approve and implement an appropriate complaints handling policy. Such policy must be in written form and be available to the concerned staff of the entity and to the public.

In its recitals, the Regulation refers to a number of legal and regulatory provisions concerning the clients of Regulated Entities or concerning the users of services provided by such Regulated Entities.

According to the Regulation, the Company represents a Regulated Entity and, as such, must comply with the provisions of the Regulation.

The complaints handling policy detailed in this document (the “**Policy**”) is designated to provide guidance on the manner in which the Company (as defined under the Section ‘Definitions’) receives and handles complaints filed by the Company’s clients or by the users of the services provided by the Company.

This Policy also aims to assist the Company, its directors, officers, staff and agents in resolving complaints in an efficient, professional and timely manner.

It cannot be excluded that future legal and regulatory provisions or future instructions, recommendations or guidelines from the CSSF will impose additional or different obligations on entities subject to the prudential supervision of the CSSF with regards to proper handling of complaints received by such entities. If necessary, this Policy will be adapted accordingly.

The complaints handling policy is made electronically available to investors, partners and other actors on the management company website: <http://www.cofigeco.lu/proprietaryFund.php>



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## Definitions

For the purpose of this Policy :

“**Appendix**” means an appendix to this Policy.

“**Board**” means the board of directors of the Company.

“**Client**” means a person or entity that :

- is a holder of shares or other securities of the Company; or
- was a holder of shares or other securities of the Company; or
- that was solicited by the Company or the Company’s directors, officers, staff or agents to subscribe for shares or other securities of the Company even if such solicitation did not result in a subscription for shares or other securities of the Company.

“**Company**” means Placeuro, a société d’investissement à capital variable, incorporated in Luxembourg, with its Luxembourg trade register number B 31.183.

“**Complainant**” means a Client bringing a Complaint against the Company.

“**Complaint**” means a complaint filed with the Company by a person or entity in order to have a right of such person or entity be recognized or to have a prejudice suffered by such person or entity because of an action or the absence of an action of the Company rectified.

“**Complaints Officer**” means each of the persons listed in Appendix 1.

“**CSSF**” means the Commission de Surveillance du Secteur Financier in Luxembourg.

## Limitations

The Company will only be in a position to handle Complaints if all of the following criteria are met:

- addressed to the Company, the Company’s directors, officers, staff or agents and received by the Company; and
- brought against by a Client or on a Client’s behalf; and
- that provide sufficient information to properly identify the Complainant and its status as Complainant and that enable the Company to establish the existence of a right of the Complainant against the Company or the prejudice suffered by the Complainant because of an action or the absence of an action of the Company.

## How should a Complaint be made

A Complaint should be made in writing. In order to facilitate the tasks of a Complainant for preparing a Complaint, this Policy includes, in Appendix 2, a template complaint form. A



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Complainant may however use other forms of written support for bringing a Complaint against the Company.

A Complaint is to be addressed to the Complaints Officer(s) as specified in Appendix 1. However, if it is addressed to the Company, the Company's directors, officers, staff or agents, the latter shall forward such Complaint to the Complaints Officer(s).

### **What information and documents are required when making a Complaint**

In order to enable the Company to properly handle a Complaint in accordance with this Policy, a Complainant should provide at least the information and documents listed in Appendix 2.

Complainants are encouraged to provide as much and detailed information and documents regarding the Complaint. The more precise and complete the information and documents regarding the Complaint are, the smoother and faster the complaints handling process will be.

In case the Complainant does only provide part of the information and documents required, the Company will contact the Complainant and provide the list of information and documents that the Company reasonably requires in order to properly handle the Complaint.

### **How will a Complaint be acknowledged**

The Complaints Officer(s) shall acknowledge a Complaint within 10 bank business days in Luxembourg following the receipt of the Complaint by the Company, provided the Complaints Officer(s) has not been adequately replied to within this 10 bank business days period.

If reasonably possible, depending on the complexity of a Complaint, the Complaints Officer(s) will, when acknowledging a Complaint, provide an indicative time schedule for providing an adequate response to the Complainant.

### **Handling of a Complaint**

The Company endeavors to handle Complaints in a professional manner and by avoiding unnecessary delays. Each Complaint will be addressed in an equitable, objective and unbiased manner.

Upon receipt of a Complaint, the Company will :

1. assess the completeness of the information and documentation sent by the Complainant or whether additional information and/or documents need to be requested from the Complainant;
2. assess the seriousness of the Complaint and assess whether the Complaint concerns significant, systemic or recurring issues that request specific action plans that exceed the scope of the relevant Complaint and the scope of this Policy;
3. if reasonably possible, estimate the likely delay for sending an adequate response to the Complainant;



4. depending on the outcome of action point 3, decide whether the Complaint needs to be acknowledged prior to providing an adequate response to the Complainant;
5. decide on the action plan for preparing an adequate response to the Complainant;
6. monitor the appropriate and timely sending of the adequate response to the Complainant;
7. update the record of Complaints and indicate the status of the Complaint as described hereunder.

In the performance of its corporate object, the Company may use a variety of service providers such as a management company, investment managers or advisors, a central administration agent, a depository, distributors.

Depending on the specifics of a Complaint, the Company may come to the conclusion that it is more suitable to have a service provider directly respond to the Complainant.

The Company will however monitor the proper response of the service provider and intervene at the level of the service provider whenever the Company considers that the relevant service provider did not act or did not act in a professional and timely manner.

**Status of a Complaint**

Following statuses are defined :

<i>Pending acknowledgment</i>	Applies to a Complaint received by the Company but for which the Company has not yet provided an acknowledgment of receipt to the Complainant.
<i>Pending response</i>	Applies to a Complaint received and acknowledged by the Company but for which the Company has not yet provided an adequate response to the Complainant.
<i>Replied</i>	Applies to a Complaint received and acknowledged by the Company and for which the Company has provided an adequate response to the Complainant.
<i>Open</i>	Applies to all Complaints that are not classified as closed.
<i>Closed</i>	Applies to all Complaints for which the Company has provided an adequate response to the Complainant: <ol style="list-style-type: none"><li>1. and for which the Company received a formal acceptance of the Company's answer or a formal cancellation of the Complaint from the Complainant within a period of 3 months after sending the response; or</li><li>2. but which remained uncommented by the Complainant within a period of 3 months after sending the response.</li></ol>

Depending on the circumstances, a Complaint classified as closed may again be classified as open at a later stage.

The Complaints Officer(s) will monitor the proper handling of all Complaints that have not been closed.



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### **Response to a Complaint and follow-up of a Complaint**

Once the Company has reviewed the Complaint, it will provide an adequate response to the Complainant. The Company may respond by regular mail, registered mail, fax or email whatever the Company deems appropriate.

The Company will endeavor to provide an adequate response within 1 month following the date of receipt of the Complaint by the Company but it might not be possible on all occasions.

Where the review of a Complaint exceeds 1 month following the date of receipt of the Complaint by the Company, the Company will inform the Complainant of the reasons for the delay and an indication on the date when the Company reasonably believes to be in a position to complete its review and provide an adequate response.

During the complaint process, the Complainant has the right to enquire as to the status of its Complaint by contacting the Company as specified in Appendix 2.

### **Further action**

In case the Complainant is dissatisfied with the Company's response, the Complainant has the right to ask for reconsideration of the response by the Complaints Officer(s). Such a request must be made in writing by contacting the Company as specified in Appendix 2.

It may happen that a Complainant remains, at the end of the complaint handling process, dissatisfied with the manner in which its Complaint was handled. In case the Complainant communicates its dissatisfaction by contacting the Company as specified in Appendix 2, the Company shall :

- provide the Complainant with the necessary explanations on the Company's position (provided these explanations have not yet been provided previously) ; and
- inform the Complainant about the existence of an extrajudicial settlement procedure in accordance with the Regulation; and
- provide a copy of the Regulation or the relevant reference to the CSSF website; and
- inform the Complainant about the various means to contact the CSSF in order to lodge a request.

### **Conflicts of Interest**

In handling Complaints, the Company and the Company's directors, officers, staff or agents shall comply with the provisions of the Company's conflicts of interest policy.

### **Responsibility for this Policy**

The definition and implementation of this policy is of the overall responsibility of the Board.



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However, among the Directors, the Complaints Officer(s) will be the preferred contact person(s) and coordinator(s) at the level of the Board for all matters related to the proper implementation of this Policy.

### **Record of Complaints**

Each of the Company's directors, officers, staff or agents shall forward to the Complaints Officer(s) the Complaint received by him.

The Complaints Officer(s) will keep a record of Complaints received by the Company.

Such record will at least contain following information :

- the identity of a Complainant;
- the date on which a Complaint was received by the Company;
- the nature of a Complaint;
- if applicable, the identity of the service provider identified to be most appropriate to respond to a Complaint;
- the nature of the response to a Complaint and the action taken ;
- the date of the response to a Complaint;
- the status of a Complaint.

At least once per year, the Complaints Officer(s) will provide the Board with an overview of the Complaints received by the Company and the status of the Complaints.

Depending on the degree of seriousness of a Complaint, the Complaints Officer(s) may specifically notify the Board and request appropriate decisions from the Board.

Upon request from the independent auditor of the Company, the Complaints Officer(s) will provide the independent auditor with an overview of the Complaints received by the Company and the status of the Complaints.

Within the first 4 months following the financial year end of the Company, the Complaints Officer(s) will provide the CSSF with a report listing :

- the number of Complaints received by the Company during the financial year that ended; and
- a classification by type of the Complaints received by the Company during the financial year that ended; and
- a classification by status at financial year end of the Complaints received by the Company during the financial year that ended; and
- a summary report of the Complaints received by the Company and of the actions taken.

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Management Company  
COFIGECO  
4, Rue du Fort Wallis L-2714 Luxembourg  
RCS B 114.997



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**Appendix 1**

**List of Complaints Officer(s)**

Mr. Alex De Jésus  
Conducting Officer  
COFIGECO  
4, Rue du Fort Wallis  
L-2714 Luxembourg



**Appendix 2**  
**Template Complaint Form**

This document is to be read in conjunction with the policy regarding complaints handling adopted by the Company and it aims at facilitating the task of a Complainant when bringing a Complaint against the Company.

A complete description of the complaint handling policy implemented by the Company is available upon request. Please contact the Company as detailed hereafter.

**The present form should be sent to the Company as follows:**

If by regular mail :	If by fax :	If by email :
<p><b>Placeuro</b> Att. the Complaints Officer(s) c/o COFIBOL Domiciliary Agent and Transfer Agent</p> <p>4, Rue du Fort Wallis L-2714 Luxembourg</p>	<p><b>Placeuro</b> Att. the Complaints Officer(s) c/o COFIBOL Domiciliary Agent and Transfer Agent</p> <p>Fax : +352 40 06 48</p>	<p><b>Placeuro</b> Att. the Complaints Officer(s) c/o COFIBOL Domiciliary Agent and Transfer Agent Email : <a href="mailto:fa@cofibol.lu">fa@cofibol.lu</a> and/or,</p> <p>c/o COFIGECO Management Company Email : <a href="mailto:info@cofigeco.lu">info@cofigeco.lu</a></p>

**Identity and contact details of the Complainant (please complete the marked boxes as appropriate)**

	In case of a person :	In case of an entity :
First Name		
Last name		
Name		
Date of birth		
Place of birth		
Address #1		
Address #2		
Address #3		
City		
Postal code		
Country		
Fax number		
Email		
First name of contact person		
Last name of contact person		
Email of contact person		





I am filing this Complaint in my own name and for my own account (please confirm by ticking the box)	<input type="checkbox"/>
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**For the purpose of this Complaint, I am acting in my capacity as (please tick the appropriate box(es))**

Former holder of shares or other securities of the Company	
Existing holder of shares or other securities of the Company	
Person or entity solicited by the Company or the Company's directors, officers, staff or agents to subscribe for shares or other securities of the Company even if such solicitation did not result in a subscription for shares or other securities of the Company	
Other (please specify)	

Please list the supporting evidence attached to this complaints form and that enable the Company to assess your capacity as a Complainant (such as subscription forms, investor statements,...)	
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**Description of the Complaint**

Please provide detailed information and a copy of the documents supporting your Complaint by describing the right you have against the Company that you request to be recognized or the prejudice suffered by you because of an action or the absence of an action of the Company that you request to be rectified.	
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**Absence of response or response judged unsatisfactory by the complainant**

After having introduced a written complaint and in the absence of a response or in case of a response judged unsatisfactory by the complainant, you have the possibility to refer for an out-of-court procedure to the CSSF, within a period of 12 months following the introduction of the complaint to FAM, as much as fully describe into regulation CSSF 16-07.

The request will have to be introduced in writing, either by post, by fax, by email, or online on the CSSF's website, which contains an introduction form for an extrajudicial treatment request.



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All formats are usually accepted by the CSSF for your request, on the condition that the request is in writing.

The request can be submitted:

- Either by completing the form available at the following address:  
<http://www.cssf.lu/consommateur/reclamations/>
- Either by post ( single letter, recorded delivery not necessary) at the following address:  
Commission de Surveillance du Secteur Financier  
283, route d'Arlon, L-2991 Luxembourg
- Either by fax addressed to the CSSF at the following number: (352) 26 25 1 2601
- Either by email at the following address: [reclamation@cssf.lu](mailto:reclamation@cssf.lu)

Place : \_\_\_\_\_

Date : \_\_\_\_\_

Name(s) : \_\_\_\_\_

Signature(s) : \_\_\_\_\_

Title(s) : \_\_\_\_\_