



**COMPLAINT HANDLING  
PROCEDURE**

LUXEMBOURG OFFICE

Dear client,

We are an experienced provider of corporate and financial outsourcing solutions to a wide range of institutional, corporate, private, financial and fund clients. 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 to the Company's Responsible for the complaints handling:

The contact details are as follows:

**Apex Corporate Services S.A.**

Attn: Mr Cornelius Bechtel

BP 314 L-2013 Luxembourg

Email : [complaints@linkgroup.lu](mailto:complaints@linkgroup.lu)

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 Apex's position as regards the complaint.

We inform you that an out-of-court complaint resolution procedure exists at the CSSF (our supervisor), 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**

Département Juridique CC

283, route d'Arlon

L-1150 Luxembourg

([www.cssf.lu](http://www.cssf.lu))

Email: [reclamation@cssf.lu](mailto: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: <http://www.cssf.lu/en/consumer/complaints/>

We remain at your disposal for any further question.