

# Information sheet on the complaint management/dispute resolution procedure of Structured Invest S.A.

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Dear Sir, Dear Madam,

You have chosen products and investment solutions offered by Structured Invest S.A.  
However, should there ever be cause for criticism, we have set up a procedure for handling complaints.

Structured Invest S.A. (hereinafter “Structured Invest”) has established a complaints office with the aim of ensuring a transparent and timely processing of your complaint.

You can address complaints to us as follows:

*By post*

Structured Invest S.A.  
8-10, rue Jean Monnet  
L-2180 Luxembourg

*By phone*

+352 248 248 00  
Mon - Fri from 9:00 am to 6:00 pm

*By e-mail*

Compliance\_SI@unicredit.lu

Complaints received are recorded centrally and then forwarded to the responsible departments. In the event of a complaint, please describe the underlying facts in as much detail as possible and send us all the necessary documents. If we are unable to respond to your inquiry immediately, you will receive an acknowledgement of receipt promptly and within no later than ten working days of receipt of your complaint.

We will respond to complaints sent to us, in coordination with the responsible persons and departments, within no later than one month from the date of sending of the complaint. If there are any delays in processing, you will receive an appropriate interim response from us. Complaints will be answered in writing only.

The internal complaints management we have set up is designed to ensure that all complaints can be answered to your satisfaction. Of course, this service is free of charge for you as an investor in our investment funds.

If you are not satisfied with the solution proposed to you, you always have the option of taking legal action before the ordinary courts to enforce your rights or to initiate proceedings for an alternative dispute resolution.

The procedure for the out-of-court settlement of complaints with the Luxembourg financial supervisory authority *Commission de Surveillance du Secteur Financier* (“CSSF”) ([www.cssf.lu](http://www.cssf.lu)) is available to you for this purpose and

is legally based on the the Consumer Protection Act of 18 April 2011, CSSF Regulation CSSF 16-07 and CSSF Circular 17/671, as amended and updated.

The CSSF is on the list of out-of-court dispute resolution bodies established and published by the European Commission within the meaning of Article 431-1 of the Consumer Protection Act.

The CSSF may be reached by post at the following address:

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

by fax: +352 26 251 601

by e-mail: [reclamation@cssf.lu](mailto:reclamation@cssf.lu)

A request for an out-of-court settlement of a complaint with the CSSF is no longer allowed if more than one year has elapsed between the date of filing with the CSSF and the original filing with Structured Invest S.A.

For more information on this procedure, please visit <https://www.cssf.lu/en/customer-complaints/>.

Luxembourg, October 2022

**Structured Invest S.A.**