

# **Cerberus Capital Luxembourg S.à r.l.**

## **Complaint Handling Policy**

Cerberus Capital Luxembourg S.à r.l. has adopted a Complaints Handling Policy that complies with the requirements of the CSSF Regulation 16-07 relating to the out-of-court resolution of complaints.

### Process Overview

Any complaint must be addressed to us in writing at the addresses mentioned below in English, French or German.

CCL will acknowledge your complaint within 10 days of receipt. The acknowledgement may outline the following: (i) that the complaint will be reviewed; (ii) that a response will be provided as soon as possible; and (iii) the name and contact details of the person in charge of the file.

CCL will thoroughly investigate your complaint to ascertain all the relevant facts.

CCL will endeavour to resolve your complaint as fairly as possible and at the earliest opportunity.

Within one month of receiving your complaint, we will report the outcome of our investigation to you in writing, and, where your complaint is upheld, propose a fair resolution.

If your complaint is complex, it may take longer to investigate or to reach a final determination. In such case, we will contact you and inform you when we expect to be able to provide a response.

### Resolution

In respect of any out-of-court complaint submitted to CCL, if you do not receive an answer or answer that is satisfactory to you, you may opt to further escalate to the dispute resolution provider, *Commission de Surveillance du Secteur Financier*.

Information about the alternative dispute resolution process in Luxembourg can be found on the CSSF's website, available here: <https://www.cssf.lu/en/customer-complaints/>

### Contacting us about your complaint

If you wish to contact CCL about any aspect of your complaint, you can do so via either of the following:

- Email to: [luxaifm@cerberuslux.com](mailto:luxaifm@cerberuslux.com)
- Post to: Cerberus Capital Luxembourg S.à r.l., Attention: Complaints Handling, 13 rue Edward Steichen, L-2540 Luxembourg