

## Complaints Policy

### PURPOSE

MJHudson Management S.A. (MJH) is required to implement and maintain effective and transparent procedures for the reasonable and prompt handling of complaints received from customers.

The purpose of this document is to provide clear and precise information on MJ Hudson Management S.A. (**MJH**) Complaints Handling Policy while ensure that complaints are handled properly and resolved promptly.

It is also to inform investors on the process for filing a complaint by making this document available to them on the MJ Hudson's website.

### DEFINITION

A complaint is defined as "an expression of at least one of the three following elements":

- The dissatisfaction with the general level of service provided by the participants of the fund (central administration administrative agent, transfer agent, custodian, management company, domiciliary agent, investment manager/adviser, distributor, initiator etc...),
- The identification of an actual or potential harm;
- The claim of a remedy or compensation.

### HOW TO RAISE A COMPLAINT TO MJH

The complaint must be addressed to MJ HUDSON MANAGEMENT S.A. in writing by post or by email to the following addresses:

- **By email:** [luxembourg@mjhudson.com](mailto:luxembourg@mjhudson.com)
- **By post:** MJ Hudson Management Solutions S.A.  
Attn. The Conducting Officer, Mr. Floris Mistoco  
99, Grand Rue L-1661 Luxembourg  
Phone: +352 285 719 25  
Email: [luxembourg@mjhudson.com](mailto:luxembourg@mjhudson.com)

The complainant can file, free of charge, his/her complaint in any of the official Languages of Luxembourg as well as in English. The request shall be filed in Luxembourgish, German, English or French. It should, as a minimum include a brief description of the circumstances, your name, address and other contact details.

## **CSSF OUT OF COURT RESOLUTION OF COMPLAINTS**

Where the handling of the Complaint does not result in a satisfactory outcome for the complainant may use the procedure for out-of-court complaint resolution of the competent Luxembourg financial supervisory authority Commission de Surveillance du Secteur Financier ("CSSF").

You may submit your complaint to the CSSF by mail, fax or email:

- either by filling in the form (PDF or online) available at the following address:  
<http://www.cssf.lu/en/consumer/complaints/>
- or by mail (simple mailing, no registered letter required) to the following address:

**Commission de Surveillance du Secteur Financier**  
**283, route d'Arlon,**  
**L-2991 Luxembourg;**

- or by fax sent at the following number: (352) 26 25 12601;
- or by e-mail at the following address: [reclamation@cssf.lu](mailto:reclamation@cssf.lu).

### **CSSF Circular 16-07 relating to out-of-court complaint resolution**

[http://www.cssf.lu/fileadmin/files/Lois\\_reglements/Legislation/RG\\_CSSF/RCSSF\\_No16-07.pdf](http://www.cssf.lu/fileadmin/files/Lois_reglements/Legislation/RG_CSSF/RCSSF_No16-07.pdf)

CSSF Circular 17/671 addressed to professionals under CSSF supervision

[http://www.cssf.lu/fileadmin/files/Lois\\_reglements/Circulaires/Hors\\_blanchiment\\_terrorisme/cssf17\\_671\\_upd\\_230818.pdf](http://www.cssf.lu/fileadmin/files/Lois_reglements/Circulaires/Hors_blanchiment_terrorisme/cssf17_671_upd_230818.pdf)