



CSSF regulation no. 16-07 relation to out-of-court complaint resolutions outlines the requirements in case an investor wishes to complain about a financial product or service. The following process describes the complaints procedure for C WorldWide Fund Management S.A. (the “ManCo”) including the required information needed for the complaints handling, the work process and general complaints information to the investor.

The complaint handling responsible person for C WorldWide Fund Management S.A. is:

Mrs. Maria Rita Torre.

Complaints can be addressed to Mrs. Torre at:

C WorldWide Fund Management S.A.
1, Rue Schiller
L-2519 Luxembourg
E-mail: compliance@cwd.lu

In compliance with the Danish Ministerial order No 556 of June 1, 2016, the complaints handling process is described on the website of the Danish branch: <https://cwd.dk/om-c-worldwide/klager-og-tvisteloesning/>.

The complaint handling responsible person for C WorldWide Fund Management, filial af C WorldWide Fund Management S.A., Luxembourg (the Danish Branch) is the Managing Director of the Branch.

Complaints can be addressed to the Managing Director of the Danish Branch at:

C WorldWide Fund Management,
filial af C WorldWide Fund Management S.A., Luxembourg.
Dampfærgevej 26
2100 København Ø
E-mail: compliance@cwd.lu

a. Complaint structure and requirements

All complaints addressed to the Manco shall at least contain the following elements:

- Name, account and contact details of the complainant
- The nature of the complaint



- Description of the complaint, including the time of the investment and the way the investor has invested in the fund.
- Supporting data/documents

b. Procedure

When a complaint is received by the ManCo, it is registered in the Complaints Register.

The following elements are noted in the registrar:

- The internal number given to the complaint;
- The date of entry;
- The date of acknowledgment receipt sent to the complainant;
- The date of answer to the complaint;
- The name of the investor;
- The person who received the complaint;
- The reason for the complaint;
- The person to whom the complaint has been transmitted for further treatment (if any);
- The current status in the status log.

The complaint letter is scanned and saved on the server of the ManCo. All Complaints received in the Branch will be Copied to the responsible of Complaints in Luxembourg.

All Complaints must be in writing and addressed to either the Manco or its Branch.

A letter of acknowledgement is sent to the complainant within 10 business days, however for complaints to the Danish Branch within 3 business days.

The matter is investigated and the necessary documentation is gathered to answer the complainant.

If the complaint can be solved before the letter of acknowledgement is sent out, the result of the investigation will be sent to the client instead.

Once the results of the investigation are available, a letter of answer is sent to the complainant. The investigation shall not take longer than one month. If matter requires a longer time for investigating, the complainant is kept informed on the status of the investigation.

c. If you are not satisfied

Should the complainant not feel that the answer provided is sufficient, the client can inform the Complaints responsible that he/she would like the matter to be escalated.

Should this not change the outcome, and are the complainant still not satisfied with the result he/she can bring this matter to the CSSF, as an out-of-court resolution possibility, if the following conditions in regulation 16-07 article 4 are met.

As an example to mention:



- The complaint has not previously been or are currently being investigated by another alternative dispute resolution body or court in either Luxembourg or abroad
- The complaint does not concern the business policy of the Manco
- It does not concern other than financial product or services,
- The complaint must be submitted to the Manco before it can be escalated to an out-of-court resolution body
- The request with the CSSF must be filed within one year of submitting the complaint to the Manco

Requests to the CSSF on out-of-court resolution can be filed via the Website of the CSSF in accordance with the regulation 16-07. The request with the CSSF must be filed within 1 year from the complaints handling in the Manco has terminated.

As declared on the website of the Danish branch C WorldWide Fund Management A/S, pursuant to the Consumer Complaints Act, a consumer may bring a complaint directly to the Danish Financial Complaint Board.

Before the consumer brings a complaint to the Danish Financial Complaint Board, the consumer must have complained to the branch and received a rejection, an unsatisfactory response or no response within five weeks after the branch has received the complaint. The Danish Financial Complaint Board's handling of complaints is subject to a fee.

The Danish Financial Complaint Board
St. Kongensgade 62, 2nd floor
1264 Copenhagen K
Website: www.fanke.dk