

# AVEGA Revision S.à r.l.

Costumer complaints handling



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## 1. Customer complaints

The protection of the interests of our customers has a highest priority for Avega Revision S.à r.l. (“Avega”). This also applies to the handling of complaints from customers and other business partners. Please find the complaints and escalation procedures as defined by the Complaint Handling Policy below. structure, membership, public authorisation and ownership

## 2. Customer handling

All customer complaints may be submitted to any person at Avega Revision S.à r.l., and/or directly to Avega’s Compliance Officer/Complaint Handling Officer (please find contact details below).

If the complaint is made directly to the Chief Compliance Officer in writing (by written mail, fax or email) (“Formal Complaint”), Avega will acknowledge the receipt of the Formal Complaint within ten (10) days of receipt of the Formal Complaint and the Complainant will receive a formal response to his/her complaint no later than one (1) month after he/she has sent the Formal Complaint. If the processing of the Formal Complaint will take longer than one (1) month, the Complainant will be informed about the causes of the delay and provided with a time for the response. The Complainant is kindly asked to indicate his/her preferred means of contact (written mail, fax, telephone, email or other) as well as his/her contact details.

If a complaint is done in a different way than the Formal Complaint, Avega will acknowledge the receipt of such a non-formal complaint usually within two (2) business days but no later than ten (10) days from receipt and will inform the Complainant that, although Avega Revision S.à r.l. will continue to investigate the matter, this non-formal complaint does not meet the pre-requisites to enable an escalation to the CSSF as set out below and will notify the Complainant about the applicable complaints procedures that are required prior to escalation to the CSSF.

Nevertheless, Avega seeks to send to the Complainant a response to his/her non-formal complaint no later than one (1) month after he/she has sent the complaint.

The Complainant may at any time make a Formal Complaint to the Chief Compliance Officer/Complaint Handling Officer.

Where the complainant did not obtain an answer or a satisfactory answer at the level at which he/she submitted his/her complaint in the first instance, complaints can also directly addressed to responsible member of management of Avega Revision S.à r.l.:

Avega Revision S.à r.l.  
Mr. Holger Stoelben  
2, rue Edward Steichen  
L-2540 Luxembourg  
Email: holger.stoelben@avega-revision.lu  
Phone: (+352) 263 851 803

### 3. Escalation to the Commission du Surveillance du Secteur Financier (CSSF)

In case the Complainant did not receive an answer or a satisfactory answer to his Formal Complaint, the Complainant is herewith informed of the ability to escalate their claim to the CSSF following the terms and conditions described in Regulation CSSF 16-07, relating to out-of-court complaint resolution by written mail to:

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

Or by fax to: (+352) 26 25 1 - 2601

or online via its website <https://www.cssf.lu/en/customer-complaints/>

if the following conditions are met:

- Prior to escalating the complaint to the CSSF, the Complainant has previously sent the complaint in writing to Avega's Chief Compliance Officer/Complaint Handling Officer and has not received an answer or a satisfactory answer within one (1) month from the date at which the complaint was sent.
- The complaint to the CSSF must be filed with the CSSF (as described above) within one (1) year after the complaint with Avega's Chief Compliance Officer/Complaint Handling Officer was filed.
- The complaint to the CSSF shall be supported by a statement of the reasons on which is based, including the following documents:
  - a detailed and chronological statement of the facts underlying the complaint and the steps already taken by the applicant;
  - a copy of the prior complaint submitted to Avega;
  - a copy of the answer to the prior complaint or the confirmation by the applicant that he/she did not receive an answer one month after he/she sent his/her prior complaint;

- the statement of the applicant that he/she did not refer the matter to a court, an arbitrator or another out-of-court complaint resolution body in Luxembourg or abroad;
- the agreement of the applicant with the request handling conditions of the CSSF as body responsible for the out-of-court resolution of his/her complaint;
- the express authorisation of the applicant so that the CSSF can transmit its request (including the attachments) as well as any future correspondence or information to the professional concerned by the request;
- in the case where a person acts on behalf of an applicant in accordance with paragraph (7) or on behalf of a legal person, a document showing that the person is legally entitled to act so;
- a copy of a valid ID document of the applicant (natural person) or, where the applicant is a legal person, of the natural person representing this legal person.

The CSSF may request the production of any other document or information, in any form whatsoever, it deems necessary to handle the request.

Please note that complaints to the CSSF are free of charge (and no charges will be reimbursed to the Complainant) and may be filed in Luxembourgish, German, French or English.

#### 4. Contact details

The point of contact for formal complaints is:

Avega Revision S.à r.l.  
Compliance  
2, rue Edward Steichen  
L-2540 Luxembourg  
Email: [Compliance@avega-revision.lu](mailto:Compliance@avega-revision.lu)  
Phone: (+352) 263 851 803