



## Complaints Handling Policy

### I. Introduction

Waystone Corporate Services (Lux) S.A. (hereafter “Waystone”) is a specialised professional of the financial sector pursuant to Part I, Chapter 2, Section 2, Subsection 2 of the Law of 5 April 1993 on the financial sector.

Waystone has adopted this complaints handling policy (the “Complaints Handling Policy” or the “Policy”) which complies with the requirements of CSSF Regulation 16-07 (the “CSSF Regulation”) relating to the out-of-court resolution of complaints.

The purpose of this Policy is to establish an efficient and transparent framework for handling client complaints to ensure that complaints are handled fairly and promptly.

### II. Definition

For the purpose of this Policy, a complaint is defined in the CSSF Regulation as “any claim filed with a professional to recognise a right or to redress a harm”. A request for information, clarification or service is not a complaint.

Accordingly, dissatisfaction expressed by another service provider of the financial sector with whom Waystone has entered into a business relationship shall not qualify as a complaint for the purpose of this Policy.

### III. Complaints notification procedure

Waystone is committed to providing a high-quality service to all its clients and to treat its clients fairly. To resolve complaints in an effective and transparent manner, complaints shall be notified in writing to Waystone’s Complaints Handling Officer. Complaints can either be submitted, free of charge, by letter or by e-mail to the following address:

Waystone Corporate Services (Lux) S.A.

To the attention of the Complaints Handling Officer

19, rue de Bitbourg

L - 1273 Luxembourg

Email : [PSFcomplaints@lu.waystone.com](mailto:PSFcomplaints@lu.waystone.com)

The Complaints Handling Officer will respond in writing within ten (10) business days after receipt of the complaint, either to acknowledge the receipt of the complaint or to provide a response to the applicant. Should the complaint not be resolved within a month of the notification, an update email will be sent providing with additional information on the resolution.

When the complaint handling at the level of the responsible person did not result in a satisfactory answer, complaints can be escalated to the level of the management and be addressed to the Conducting Officer in charge of complaints at the above address.

#### IV. Out of court resolution

If, for any reason the complaint has not been appropriately addressed within one month after the notification to Waystone, the applicant can contact the Commission de Surveillance du Secteur Financier (the “CSSF”) in accordance with the CSSF Regulation.

The detailed procedure can be found under the following links: [Customer complaints – CSSF](#).