



Handling of Client Complaints

At Probus Pleion Luxembourg S.A, client satisfaction is at the heart of our priorities. If, despite our best efforts, you are not satisfied with our services, we encourage you to let us know by following the procedure outlined below.

1. First Level of Recourse

Submit your complaint to your usual contact person using the communication channel of your choice, **or** send a letter to the following address:

Probus Pleion Luxembourg S.A
2A rue Jean Origer L-2269 Luxembourg

To allow for prompt processing of your complaint, please include the following information:

- Your full name
- Your address
- Any relevant reference (account number, contract number, relationship manager, etc.)
- The subject of the complaint and a description of the relevant facts

You will receive an acknowledgment of receipt within **10 business days** from the date we receive your complaint. This acknowledgment will also include the name and contact details of the person responsible for handling your case.

A final response will be provided within a maximum of **one month**. If this deadline cannot be met, you will be informed of the reasons for the delay and given an estimated date for the response.

2. Second Level of recourse (Executive Members)

If the response you received does not meet your expectations, you may escalate the matter by sending a letter to the Management of Probus Pleion Luxembourg S.A, quoting the reference of the previous response.

Probus Pleion Luxembourg S.A
For the attention of Management
2A rue Jean Origer L-2269 Luxembourg



3. External Recourse (Competent Supervisory Authority)

If, after completing these steps, you have not received a satisfactory response within the given timeframe, you may refer the matter to the competent supervisory authority for an out-of-court resolution procedure:

- For insurance products : *Commissariat aux Assurances* (CAA)
7, boulevard Joseph II – L-1840 Luxembourg
Website : <https://www.caa.lu/>
- For other financial products/services : *Commission de Surveillance du Secteur Financier* (CSSF) :
 - By post :
Commission de Surveillance du Secteur financier
283, route d'Arlon
L-2991 Luxembourg
 - By fax : (+352) 26 25 1 – 2601
 - By email : reclamation@cssf.lu
 - Or by completing the complaints form available on the websites: www.cssf.lu

You have a maximum period of **one year** from the date of your initial complaint to refer the matter to the CSSF.

Probus Pleion Luxembourg S.A reserves the right to communicate with the competent authorities regarding any complaint or request concerning them.