

How to send a complaint

Complaints should be made in writing by email or registered letter to the registered office so that the details of the complaint are clear and complete.

FIA ASSET MANAGEMENT S.A.
FAO: Complaint Officer
9, rue Schiller
L-2519 Luxembourg
Email address: complaint@fia.lu
Fax: 00352 26202384

When making a complaint, please provide the following information:

- Your name, address and contact details;
- The nature of the complaint (including when the conduct giving rise to the complaint occurred);
- Copies of any documentation supporting the complaint;
- Any other useful detail;

Response to a complaint

By 10 days from receiving the complaint FIA will notify the complainant to have received it and will confirm that FIA is dealing with it unless the answer itself is provided to the complainant within this period. FIA will communicate to the complainant also the name, the function and contact details of the person in charge of his complaint. FIA shall inform the complainant of the follow-up of his complaint and communicate in a plain and easily comprehensible language.

Once we have reviewed your complaint, we will provide you with a complete written response within 30 days.