

COMPLAINTS PROCEDURE

OUR GOAL IS TO DELIVER A FIRST-CLASS SERVICE TO ALL OUR CLIENTS. ANY CLIENT OR THEIR REPRESENTATIVE THAT IS NOT SATISFIED WITH OUR SERVICE MAY RAISE A FORMAL COMPLAINT. OUR COMPLAINTS POLICY SETS OUT HOW WE WILL HANDLE ANY COMPLAINTS IN A FAIR AND OBJECTIVE MANNER.

DEFINITION OF A COMPLAINT

In accordance with CSSF Regulation 16-07, a complaint shall mean any complaint filed with any natural or legal person falling under the prudential supervision of the CSSF to recognise a right or to redress a harm. A simple information request, reminder, or other inquiry is not considered a complaint.

WHERE TO SEND A COMPLAINT

Complaints may be filed in English, German or French and should be addressed to the Complaints Handling Officer either by email or by letter.

> Email: complaintslux@tridenttrust.com

> Letter: Trident Trust Luxembourg S.A., Complaints Handling Officer, 75, parc d'activités, L-8308 Capellen, Grand Duchy of Luxembourg

WHAT INFORMATION SHOULD BE INCLUDED

The following information should be provided to ensure prompt handling of the complaint:

- > Identity and contact details of the complainant;
- > Reason for the complaint; and
- > Where necessary, copies of any documentation supporting the complaint.

OUR RESPONSE PROCESS AND TIMINGS

The Complaints Handling Officer oversees the collection and management of complaints. Each complainant will receive a confirmation of receipt of his/her complaint (if addressed as stated above) within ten (10) business days after receipt of the complaint unless the answer itself is provided to the complainant within that period. The acknowledgment of receipt will inform the complainant of:

- > The name and contact detail of the person in charge of his/her file; and
- > The timescale to respond to the complaint.

Our communication will be drafted in the same language as chosen by the complainant, provided it is English, German or French. Otherwise, the person in charge of the file will communicate in English.

The Complaints Handling Officer will, in principle, answer to the complainant in writing within one (1) month of receiving the complaint. If the complaint cannot be resolved within one (1) month, the complainant will be informed by the Complaints Handling Officer of (i) the reasons why the issue remains unresolved, (ii) the steps to be taken to resolve the matter as well as (iii) an estimate of when the final response shall be submitted to the attention of the complainant.

OUT-OF-COURT COMPLAINT RESOLUTION BY THE CSSF

If a complainant is not satisfied with our handling of a complaint, the complainant may contact the CSSF. The CSSF will act as an alternative dispute resolution entity, in order to seek an amicable out-of-court complaint resolution regarding the disputes between the complainant and the entity.

A prerequisite for the opening of the out-of-court complaint resolution procedure at the CSSF is that a complaint has been submitted as described above. If you have not received a satisfactory solution from us within one month of sending your complaint, you can submit a request to open an out-of-court complaint resolution procedure directly to the CSSF.

You can contact the CSSF either by filling in the CSSF's online complaint form, or by email (reclamation@cssf.lu) or by post at the following address: Commission de Surveillance du Secteur Financier, Département Juridique, 283, route d'Arlon, L-2991 Luxembourg.

Further information can be found on the CSSF's website using the following link: <https://www.cssf.lu/en/customer-complaints>.

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