

Information on the complaints procedure

PATRIZIA Investment Management S.à r.l.

March 2022



Table of content

1. How to make a complaint.....	3
2. Complaints handling process.....	3
3. Data protection information.....	3
4. Out-of-court complaint resolution procedure at the CSSF.....	4

1. How to make a complaint

A complaint is any expression of dissatisfaction that an individual submits to PATRIZIA Investment Management S.à r.l. (“PIM”) regarding the provision of portfolio management, administrative or marketing services.

We would ask you to be as precise as possible in wording your written complaint and to furnish sufficient additional information to document it. You can send your complaint by post or e-mail to the following address:

Contact details for complaints	PATRIZIA Investment Management S.à r.l. 41, Avenue de la Liberté L-1931 Luxembourg Grand Duchy of Luxembourg E-mail: pim.complaints@patrizia.lu
---------------------------------------	---

2. Complaints handling process

Your complaint will be confirmed within 10 days of receipt and an initial reply will be sent out to you within a period of one month. All of the complaints we receive are handled by the person responsible for complaint handling at the level of the management of PIM.

In order to verify your identity or your commercial authority to act on another person’s behalf, we reserve the right to ask you to submit additional documents.

3. Data protection information

We process your personal data in order to implement the complaints procedure and in order to review and optimise our processes and products. The legal basis is Article 6 (1b) GDPR as far as the complaints procedure is concerned; otherwise, the legal basis is Article 6 (1f) GDPR. The data may be transmitted to the Commission de Surveillance du Secteur Financier (“CSSF”) in order to fulfil regulatory obligations or take regulatory measures. The data processed can include personal ID data, address(es), the type of relationship, the reasons for your complaint and any other information or documentation required to analyse your complaint. However, you only need to provide us with the data that is necessary to process the complaint. We will keep your data for a period of ten years. Your data will not be used for automated individual decision-making (including profiling). You have the right to access the information, as well as the right of rectification, erasure, the right to the restriction of processing, the right to object, the right to data portability, the right to revoke any consent given, as well as the right to lodge a complaint with a data protection supervisory authority.

4. Out-of-court complaint resolution procedure at the CSSF

If you feel that you have not received a satisfactory answer to your complaint nor an acknowledgement of receipt within one month as of the date the complaint was sent to PIM, you can contact the CSSF Complaints department within one year of the date of receipt of the complaint by PIM. In such cases, the CSSF acts as an intermediary, free of charge, the aim being to reach an agreement on, and settle, the dispute out of court.

The complaint must have been handled by the financial services provider concerned before the out-of-court complaint resolution procedure is opened at the CSSF. The complaint must have been submitted to PIM in writing in advance. If you have received neither a satisfactory reply nor acknowledgement of receipt within one month of sending your complaint to PIM, you can submit an application for out-of-court complaint resolution to the CSSF. Please use the form provided for this purpose under the following link: https://www.cssf.lu/wp-content/uploads/Reclamation_111116_EN.pdf or fill-in the online form under the following link: <https://reclamations.apps.cssf.lu/index.html?language=en>.

Contact details for complaints at CSSF

Commission de Surveillance du Secteur Financier
Département Juridique
283, route d' Arlon
L-2991 Luxembourg
Grand Duchy of Luxembourg
Fax: +352 26 251 - 2601
E-mail: reclamation@cssf.lu