

**Danske Invest Management A/S, Luxembourg Branch**  
Registered office: 13, rue Edward Steichen, L-2540 Luxembourg  
RCS Luxembourg B 240414

September2021

**Information regarding complaints handling**

Danske Invest Management A/S has implemented procedures for handling complaints to ensure objective and fast complaints handling.

Customer complaints relating to accounts, deposits or investment advices should be addressed to your financial institution. Customer complaints regarding the funds managed by Danske Invest Management A/S Company should be addressed to:

Danske Invest Management A/S  
Parallelvej 17  
2800 Kongens Lyngby  
Attn.: Complaints handling responsible  
E-mail: [danskeinvest@danskeinvest.com](mailto:danskeinvest@danskeinvest.com)

Danske Invest Management A/S's general procedure is either to send an answer or a confirmation of receipt within 10 business days after receipt of the complaint.

In accordance with CSSF Circular 17/671 and Regulation 16-07 of 11 November 2016 relating to the out-of-court resolution of complaints, a request for the out-of-court resolution of complaints may be filed with the CSSF (Commission de Surveillance du Secteur Financier) in accordance to the procedure described in the said regulation. The opening of the procedure is subject to the condition that the complaint has been previously dealt with by the relevant professional. The request to the CSSF must be filed within one year after the complaint has been filed with Danske Invest Management A/S.

You may submit your complaint to the CSSF by post, fax or email

Commission de Surveillance du Secteur Financier  
Département Juridique CC  
283, route d'Arlon  
L-2991 Luxembourg  
Fax : +352 26251 – 2601  
Email : [reclamation@cssf.lu](mailto:reclamation@cssf.lu)

More information about the procedure regarding out-of-court resolution as well as the above mentioned Regulation can be found on the CSSF website:

<http://www.cssf.lu/en/consumer/complaints/>

**Complaints at EU level:**

It is also possible to file complaints at EU-level. Please find more information on the European Commission website: [https://ec.europa.eu/info/about-european-commission/contact/problems-and-complaints\\_en](https://ec.europa.eu/info/about-european-commission/contact/problems-and-complaints_en).