



# Complaints Handling Procedure

2024

As per the CSSF Regulation No. 16-07 relating to out-of-court complaint resolution, Genesta Nordic Capital Fund Management S.à r.l. (hereafter “**GNCFM**” or “**the Company**”) has established and implemented effective and appropriate procedures giving clear and comprehensible information to ensure that complaints our investors or customers may have in relation to our products and services are treated fairly and

without undue delays in line with applicable regulatory requirements.

Whilst GNCFM makes all possible efforts to conduct its business in a manner that would avoid complaints, there could be times however when you may not be satisfied with our products or services.

## HOW TO SUBMIT A COMPLAINT

Complaints should be addressed free of charge in writing by registered post, e-mail or fax stating your name and contact details.

Please also include an explanation of the facts originating the complaint, with relevant supporting documentation at your disposal providing all necessary details, whenever possible, so that we may handle your complaint promptly and efficiently and answer best to your expectations.

## WHERE TO ADDRESS YOUR COMPLAINT

Please address your complaint by any of the below means to:

Postal mail: Genesta Nordic Capital Fund Management  
S.à r.l.

Att: Complaints Handling officer  
50, Grand-Rue  
L-1660 Luxembourg  
Grand Duchy of Luxembourg

E-mail: [complaints@genesta.lu](mailto:complaints@genesta.lu)

Fax: (+352) 277 63 576

## COMPLAINT RESOLUTION

GNCFM commits to acknowledge the receipt of your complaint in writing without delay and in any case within ten (10) working days after receipt of the complaint, indicating the name and contact details of the person responsible for investigating and responding to your complaint.

A detailed and written answer to your complaint, in a format deemed reasonable by GNCFM, shall not exceed thirty (30) calendar days following the date of receipt of the complaint. If any delay were to occur, we shall inform you in writing of

the causes of the delay and the date at which the resolution is likely to be completed.

In case you have not received an answer to the complaint within the relevant timeframe or if you are not satisfied with the answer provided, you may escalate your complaint further to the Executive Committee of the Company. In such case, we shall then provide you with the professional contact details of the Complaints Handling Officer within GNCFM.

## ALTERNATIVE DISPUTE RESOLUTION

If, despite our best efforts, and for any reason, you remain dissatisfied with the response given to solve your complaint, you may refer the matter to the out-of-court resolution mechanism of the Commission de Surveillance du Secteur Financier (“CSSF” – the financial supervisory authority of Luxembourg) for up to one year after sending the complaint in accordance with the provisions of the CSSF Regulation No. 16-07 relating to out-of-court complaint resolution. This enables you to involve the regulator as a business mediator at no cost and facilitate the resolution of your complaint without judicial proceedings.

The out-of-court request can be filed in writing, by post, by fax, e-mail or online on the CSSF webpage.

Postal mail: Commission de Surveillance du Secteur Financier

Département juridique CC  
50, Route d’Arlon  
L-2991 Luxembourg  
Grand Duchy of Luxembourg

E-mail: [reclamation@cssf.lu](mailto:reclamation@cssf.lu)

Fax: (+352) 26 25 1 -2601

URL:

<https://www.cssf.lu/en/customer-complaints/>



## DATA PROTECTION

The Company takes all necessary measures to ensure that the processing of personal data complies with the applicable rules on personal data protection. In this respect the rights and guarantees stipulated under the “Regulation on the protection of natural persons with regard to the processing of personal data and on the free movement of such data” issued by the European Parliament and the Council (Regulation (EU) 2016/679) regarding the protection of individuals and the handling of personal information are recognised.

*GNCFM is a limited liability company (société à responsabilité limitée) incorporated and organised under the laws of the Grand Duchy of Luxembourg and registered with the Luxembourg Trade and Companies Register under number B150632, with registered office address at 50, Grand-Rue, L-1660 Luxembourg, acting in its capacity as licensed AIFM, pursuant to chapter 2 of the Luxembourg law of 12 July 2013 on alternative investment fund managers, and as management company within the meaning of chapter 16 of the Luxembourg law of 17 December 2010 on undertakings for collective investment, duly authorised and regulated by the CSSF.*