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Company Information:

QUAMVEST S.A.

- Share capital: 1 301 000 Euros
- RCS identification Number: B 183 533
- Intra-Community VAT identification Number : LU26947572

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http://www.quamvest.com/pdfs/QUAM_Privacy_Notice_EN.pdf



To exercise this right, please contact:

QUAMVEST S.A. SA
Data Protection Officer
48, rue Charles Martel,
L-2134 Luxembourg,
Grand Duchy of Luxembourg
compliance@quamvest.com

You also have the right to object receiving prospecting messages, which you can exercise by sending us an e-mail at the same postal or e-mail address. However, if you wish to receive information about QUAMVEST S.A. and / or its partners electronically in the future, please contact us.

QUAMVEST S.A. pursues the constant goal of providing you with the highest quality of service. In order to resolve any difficulty that may arise from the use of the site at your disposal, we offer you three levels of recourse.

1. Your usual contact

Firstly, we invite you to contact your usual contact or a QUAMVEST S.A. manager. You can inform him/her of your difficulties by any means at your convenience: directly at the registered office at 48 Rue Charles Martel L-2134 Luxembourg, by telephone +352 28 10 69 1 by letter or fax to +352 281 069 2899.

2. Customer Relationship Service

In the event that the difficulty persists, we offer you the possibility to send your request to the Chief Executive Officer of QUAMVEST S.A. to obtain a review of your situation. You can address your request, accompanied if necessary by the copy of your initial mail and the response of your interlocutor, to the following address: QUAMVEST S.A. – To the attention of the CEO - 48 Rue Charles Martel L-2134 Luxembourg. The Company must acknowledge receipt of your complaint within ten working days (if the answer to be provided takes more than these ten days) of receiving it and send you a reply within a maximum of one month from the same date. In the exceptional case where the answer to be provided takes more than one month, the Company will inform you about this fact and will give an estimate date to provide the answer.



The CSSF - The mediator

You also have the possibility to contact, free of charge, the complaint service of the Financial Sector Supervisory Commission. The CSSF acts as a dispute settlement entity, in particular under European legislation relating to the out-of-court settlement of consumer disputes, which have been transposed into Luxembourg national law and introduced into the Consumer Code in 2016. The conditions and the form to enter the legal service are available on the website of the CSSF (<http://www.cssf.lu/consommateur/reclamations/>).

The CSSF has established that consumer should contact them when they have not obtained a valid response from the financial professional (and this not before one month from the receipt of the claim by the professional). Also, the CSSF only accepts claims from customers within one year of the receipt of the claim by the professional.

For valid applications, the CSSF makes a conclusion within 90 days. This period may be extended in the event of complex litigation. The agents responsible for the processing of requests for out-of-court complaint resolution within the CSSF are bound by the professional secrecy referred to in Article 16 of the Law of 23 December 1998 establishing a Financial Sector Supervisory Commission. You can enter the complaint service by sending your form to the following address:

Financial Sector Supervisory Commission (Commission de Surveillance du Secteur Financier) - CC Legal Department - 283, route d'Arlon - L-2991 Luxembourg.

For French law vehicles, you have the possibility to contact the Mediator of the Financial Markets Authority for free. The Ombudsman exercises his activity independently, within the framework of a Charter of Mediation available on the website of the Autorité des Marchés Financiers (www.amf-france.org), which specifies in particular the scope and conditions of mediation. The Ombudsman is required to rule in principle within three months of referral. The Ombudsman and his team, as well as the parties, are required to maintain the strictest confidentiality.

You can contact the Mediator by sending your request to the following address: Autorité des Marchés Financiers - Mediation - 17, place de la Bourse - 75082 Paris Cedex 02.

Publications

This website is edited by QUAMVEST S.A.

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QUAMVEST

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