



IFDSL COMPLAINT PROCEDURE

International Financial Data Services (Luxembourg) S.A. (“IFDSL”) is committed to providing high-quality service to its customers and investors. However, despite our commitment and efforts to providing you with the best possible service, it may occur that you are not satisfied with our services or may encounter specific problem.

IFDSL will promptly and thoroughly investigate and resolve any dissatisfaction as swiftly as possible. The procedure below details the process in place for IFDSL to investigate any dissatisfaction in compliance with Luxembourg regulatory requirements.

A complaint is an expression of dissatisfaction addressed to IFDSL to recognise a right or redress a harm and may be registered with IFDSL, free of charge, in written form, by letter, fax or e-mail by customers or investors. Verbal complaints should be followed-up by a written confirmation from the Complainant.

If you wish to express your complaint/dissatisfaction, please do not hesitate to contact any of your direct contacts within IFDSL.

If the underlying issue is likely to take us some time to investigate and resolve, an acknowledgement of our receipt of your complaint will be issued within 10 business days after the receipt of the Complaint.

A full and detailed response should be provided to you within one month of the receipt of your complaint. Where an answer cannot be provided within this period, you shall be informed of the causes of the delay and you will be informed of the date at which the response is likely to be provided.

At any stage, should you feel that you did not obtain a satisfactory answer, you may appeal directly to the Complaint Officer:

Mr. Duncan J. Christie
47 Avenue J.F. Kennedy,
L-1855 Luxembourg

Your right of recourse to the Regulator and right to be informed of this:

If, despite our best efforts, our answer remains dissatisfactory to you, you have the right to contact our regulator, the CSSF, directly after one month from the date when your complaint was originally sent. You must lodge your Complaint within one year after the original Complaint is lodged with IFDSL.

A copy of the form which may be used this out-of court complaint resolution procedure is available at the following link:

http://www.cssf.lu/fileadmin/files/Formulaires/Reclamation_111116_EN.pdf

The link below gives the full text of the CSSF Regulation 16-07 relating to the out-of-court complaint resolution:

http://www.cssf.lu/fileadmin/files/Lois_reglements/Legislation/RG_CSSF/RCSSF_No16-07eng.pdf

Following receipt and acknowledgement of the complaint, the CSSF will then contact IFDSL for an explanation and any applicable supporting documentation. IFDSL is committed to provide as comprehensive as possible an answer and full co-operation in the investigation process.

On an annual basis, IFDSL shall communicate to the CSSF all complaints registered by it, together with a summary of their nature, details of their resolution, as well as details relating to their root causes.