



Instructions for Customer Complaints

Danieli Finance Solutions S.A. (“DFS”) is greatly concerned to provide high-quality service to its customers. However should you encounter a problem or not be satisfied with the service provided, you may address a complaint according to the following process:

A complaint might be submitted in writing by post, email or fax.

In any event, complaints must clearly indicate your contact details (name, address, e-mail & phone number) and include a brief description of the reasons for the complaint.

1. Address your complaint to the Responsible of the Complaints

First report your complaint to:

Danieli Finance Solutions S.A.
Responsible of the Complaints
126, rue Cents
L-1319 Luxembourg

Fax: (+352) 27 1 254 66

E-mail: e.colombo@danieli.lu

DFS will provide you with a written acknowledgement of receipt within 10 business days after receipt of the complaint. This acknowledgment will include the name and contact details of the person handling the complaint.

DFS undertakes to ensure that you will receive a response at latest within 1 month from the date of receipt. If this time frame cannot be respected, DFS will inform you of the reasons for the delay and give an indication as to when the complaint is expected to be resolved.

2. Address your complaint to the Chairman of the Board of Directors

In the event that the response you receive does not meet your expectations you may submit again your complaint in writing to: Chairman of the Board of Directors, 126 rue Cents, L-1319 Luxembourg.

3. Address your complaint to the Commission de Surveillance du Secteur Financier (CSSF)

If you have not received a response or a satisfactory answer within 1 month, you can file a request for an out-of-court complaint resolution, in accordance with CSSF Regulation 16-07, to the following contacts:

Commission de Surveillance du Secteur Financier
Département Juridique CC
283, route d’Arlon
L-2991 Luxembourg

Fax: (+352) 26 25 1 - 2601

E-mail: reclamation@cssf.lu

CSSF’s website (<https://www.cssf.lu/en/consumer/complaints/>) provides with the form and other useful information.
