



## **Complaints procedure for Flossbach von Storch Invest S.A. investors**

Investor satisfaction is our foremost priority. It is therefore important to us to give you the opportunity to express criticism. On this basis, Flossbach von Storch Invest S.A. has established a complaints office for all of its fund investors, which you can contact should you wish to make a complaint or express criticism. We will immediately confirm receipt of each complaint and process it promptly. We will then inform you about any further action with regard to your concern. Processing is free of charge for you.

Investors can submit their complaints in the respective official language or the respective official languages of their member state. They can send their concern or complaint to the following address:

**Postal address:** Flossbach von Storch Invest S.A.  
- Beschwerdestelle/Complaints Office -  
6, Avenue Marie-Thérèse  
2132 Luxembourg  
Luxembourg

**Tel.:** +352 264 584 22

**E-mail:** [beschwerde@fvsinvest.lu](mailto:beschwerde@fvsinvest.lu)

### **External complaints service**

L'Ombudsman en conflits financiers (Ombudsfin)  
Rue Belliard 15-17 , bte 8  
1040 Brussels, Belgium

As of 1 January 2016  
North Gate II  
Avenue Roi Albert II 8  
1000 Bruxelles

Tél. : +322 545 77 70  
Fax : +322 545 77 79  
E-mail: [Ombudsman \[at\] Ombudsfin.be](mailto:Ombudsman[at]Ombudsfin.be)  
Site: [www.ombudsfin.be](http://www.ombudsfin.be)