

## **Information on the complaint management of LUNIS Vermögensmanagement AG**

The satisfaction of our customers is our top priority. It is important to us that you are satisfied with us and with our products and services. If this is not the case, we would like to give you the opportunity to express your criticism. We have therefore established a complaints office as well as measures for complaint management. The aim of our complaint management is to ensure prompt, appropriate handling of customer complaints. After they are received, complaints will be analyzed in order to rectify recurring defects or problems. In that way, we want to ensure both customer satisfaction and long-term customer loyalty.

The complaints office of LUNIS Vermögensmanagement AG is responsible for handling complaints. There is no charge for handling complaints. There is no prescribed form for complaints, and they can be made to LUNIS Vermögensmanagement AG by email, in writing or verbally.

Complaints sent by email should be directed to [beschwerdemanagement@lunis.de](mailto:beschwerdemanagement@lunis.de).

If you are making a written complaint, please send it to:

LUNIS Vermögensmanagement AG  
Beschwerdemanagement  
Friedrichstraße 31  
60323 Frankfurt am Main

In order to handle your complaint, please provide us with your name, your contact details (address, phone number, email address if applicable), a description of what happened, and a statement of what you are seeking or, alternatively, what you hope to achieve with the complaint (e.g. elimination of defects, improvement of services, resolution of a difference of opinion).

After the complaint is received, you will promptly receive a confirmation of receipt. We will make every effort to resolve your concern to your benefit as quickly as possible. If this is not possible within two weeks of receipt, you will receive an interim reply from us.

LUNIS Vermögensmanagement AG aims to complete the handling within a period of one month. If this is not possible, we will inform you of the reasons for this and our estimate of when the problem is likely to be resolved.

Despite intensive efforts, it may be that we will be unable to find a solution that is acceptable to you. In such cases, you can contact the arbitration board of the Verband unabhängiger Vermögensverwalter e.V. (VuV). We are a VuV member and are obligated under its charter to take part in dispute resolution procedures of the VuV Ombudsman's Office. Therefore, the VuV arbitration board is responsible for financial disputes under financial services contracts.

VuV Ombudsman's Office  
Stresemannallee 30  
60596 Frankfurt am Main  
[www.vuv-ombudsstelle.de](http://www.vuv-ombudsstelle.de)