How to make a complaint

ANF Luxembourg S.A. – Complaint Form and instructions

If you are dissatisfied with any service provided by ANF Luxembourg S.A., you may file a complaint free of charge. We handle every complaint fairly, objectively and confidentially.

How to submit your complaint

Complete the Complaint Form on the next page and send it to us, together with any supporting documents:

- **By email:** contact@anfgestion.lu
- **By post:** ANF Luxembourg S.A., 11, Avenue de la Porte Neuve, L-2227 Luxembourg
- **By telephone or in person:** +352 20 60 70 81 or +352 26 20 27 75. We will record your complaint on the form; we recommend that you also confirm it in writing.

How to fill in the form

Complaint Number	For ANF use only. Please leave blank: ANF assigns a reference number when your complaint is registered.
Name	Your full name or, for a company, its legal name and the name of the person acting on its behalf.
Phone Nº / Email	The telephone number and email address at which we can contact you about your complaint.
Address	Your full postal address.
Complaint	Tick the box that describes your relationship with ANF: Client, Prospect, Partner or Other (please specify).
Mode	Tick how you are submitting your complaint (e.g. Email or Courrier for postal mail).
Subject	Describe your complaint: what happened, the relevant dates, the account or mandate concerned, your role on the account (e.g. account holder, representative, lawyer) and what you expect from ANF. Please attach copies of any supporting documents.
Date / Signature	Date and sign the form. If you send it by email, a scanned signed copy is accepted.

What happens next

- We acknowledge your complaint in writing within 10 business days and give you the name and contact details of the person handling it.
- We send you our answer within one month of receipt. If this is not possible, we inform you of the reasons and of the date by which you can expect our answer.
- If you are not satisfied with our answer, you may ask for your complaint to be reviewed by the Authorised Manager responsible for complaint handling.

Out-of-court complaint resolution – CSSF

If you have not received an answer or a satisfactory answer within one month, you may submit a request for out-of-court complaint resolution to the Commission de Surveillance du Secteur Financier (CSSF), 283, route d'Arlon, L-2991 Luxembourg, within one year of filing your complaint with ANF. The request can be made in Luxembourgish, German, French or English. The online form and further information are available at www.cssf.lu.

Personal data

The personal data you provide are used only to handle your complaint and are processed in accordance with the General Data Protection Regulation (GDPR) and ANF's Privacy Notice.

Complaints Form

CPANF/2026

Complaint Number

Complaint Details

Name

Phone Nº **Email**

Address

Complaint: ☐ Client ☐ Prospect ☐ Partner ☐ Other: _____

Complaint

Mode: ☐ Phone ☐ Present ☐ Email ☐ Courrier ☐ Other: _____

Subject

Date

Signature