Who may submit a complaint?

Park Square Capital Luxembourg Management Services S.à r.l. (the "Company") has established an internal complaints-handling policy and has appointed a Complaint Handling Officer.

A complaint is a complaint filed with the Company to seek recognition of a right or redress of harm in relation to a service or activity for which the Company is responsible. A complaint may be submitted by any natural or legal person concerned by the Company's activities.

A simple request for information or clarification will not normally constitute a complaint unless it also seeks recognition of a right or redress of harm.

How to submit a complaint?

Complaints should be submitted in writing, by post or email, to:

Complaint Handling Officer
Park Square Capital Luxembourg Management Services S.à r.l.
5 rue du Curé
L-1368 Luxembourg

Email: Compliance@parksquarecapital.com

Information to include

To facilitate the review of a complaint, the complainant should provide, where applicable:

- their full name and contact details;
- the relevant fund, service or activity;
- a clear description of the matter complained of;
- the reasons for the complaint;
- details of any alleged loss, damage or other impact;
- the outcome or remedy sought; and
- any relevant supporting documents.

Handling and timelines

Complaints are handled fairly, objectively and effectively under the Company's internal complaints-handling policy and within its established governance and oversight framework.

The Company will acknowledge receipt of a complaint in writing within ten (10) business days, unless a substantive response is provided within that period.

The Company will provide a clear response without undue delay and, in principle, within one (1) month of receiving the complaint. If the Company is unable to provide a final response within one month, it will explain the reasons for the delay and indicate the date by which a response is expected.

Where the complainant does not receive a response or is not satisfied with the response received, the complainant may escalate the complaint to the Company's Board of Managers. The relevant contact details will be provided by the Complaint Handling Officer upon request.

The complaints procedure is available free of charge.

Referral to the CSSF

If the complainant does not receive a satisfactory response following escalation to the Company's Board of Managers, the complainant may, where applicable, refer the matter to the Commission de Surveillance du Secteur Financier (CSSF) under its out-of-court complaint resolution procedure.

The complaint must first have been submitted to the Company. A request to the CSSF must generally be filed within one (1) year after the initial complaint was submitted to the Company and is subject to the conditions and procedural requirements specified by the CSSF.

Further information on the CSSF's out-of-court complaint resolution procedure is available at:

https://www.cssf.lu/en/customer-complaints/