

Danske Invest Management A/S, Luxembourg Branch
Registered office: 13, rue Edward Steichen, L-2540 Luxembourg
RCS Luxembourg B 240414

21 January 2021

Information regarding complaints handling

Danske Invest Management A/S has implemented procedures for handling complaints to ensure objective and fast complaints handling.

Customer complaints relating to accounts, deposits or investment advices should be addressed to your financial institution. Customer complaints regarding the funds managed by Danske Invest Management A/S Company should be addressed to:

Danske Invest Management A/S
Parallelvej 17
2800 Kongens Lyngby
Attn.: Complaints handling responsible
E-mail: danskeinvest@danskeinvest.com

Danske Invest Management A/S's general procedure is either to send an answer or a confirmation of receipt within 10 business days after receipt of the complaint.

In accordance with CSSF Circular 17/671 and Regulation 16-07 of 11 November 2016 relating to the out-of-court resolution of complaints, a request for the out-of-court resolution of complaints may be filed with the CSSF (Commission de Surveillance du Secteur Financier) in accordance to the procedure described in the said regulation. The opening of the procedure is subject to the condition that the complaint has been previously dealt with by the relevant professional. The request to the CSSF must be filed within one year after the complaint has been filed with Danske Invest Management A/S.

You may submit your complaint to the CSSF by post, fax or email

Commission de Surveillance du Secteur Financier
Département Juridique CC
283, route d'Arlon
L-2991 Luxembourg
Fax : +352 26251 – 2601
Email : reclamation@cssf.lu

More information about the procedure regarding out-of-court resolution as well as the above mentioned Regulation can be found on the CSSF website:
<http://www.cssf.lu/en/consumer/complaints/>