



WHITE OAK MANAGEMENT S.A.

Société Anonyme
Registered office : 272, rue de Neudorf
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**COMPLAINT HANDLING POLICY OF
WHITE OAK MANAGEMENT S.A.
(the “Company”)**

When you became a client of our Company, you expected high level of professional services to be delivered by responsible individuals.

If your expectations have not been met, please feel free to contact your dedicated contact person at the Company and share your experience with that person.

Any further feedback for improvements and complaints can be communicated via complaints@wom.lu email which is reviewed by the person in charge of the complaints handling.

The Company's internal complaint handling policy has been built in accordance with the provisions of the CSSF Regulation No. 16-07 applicable to professionals of the financial sector setting out the rules concerning the out-of-court complaint resolution (the “**Regulation**”).

The complaint handling at the Company is the responsibility of the respective department responsible for the management of the client relationship. In each case, the Company commits to acknowledge the receipt of any complaints filed within 48 hours following the day a complaint has been received. We will designate your case to a contact person and ensure you receive an answer within 10 business days.

In case you find our feedback unsatisfactory and a mutually acceptable solution is not reached, the complaint may be referred to the CSSF according to the procedure laid out in the Regulation and also detailed on the website of CSSF at www.cssf.lu/en/consumer/complaints. Any submission to the CSSF shall be done within one year as from the initial filing of the complaint with White Oak Management S.A.

Should you have any further questions in relation to the above, please do not hesitate to contact us at complaints@wom.lu.

Yours truly,

White Oak Management S.A.