

Complaints procedure

Accounts, deposits and financial advice

Should you have any questions, comments or complaints regarding your account, deposit or any advice received concerning investments with Sparinvest, please address your queries to your bank or your financial advisor.

Sparinvest products

Should you have any questions, comments or complaints about Sparinvest or its products, you can reach us by telephone, fax, email or post.

Sparinvest S.A.
28, Boulevard Royal
L-2449 Luxembourg
Tel: +352 26 27 47 1
Fax: +352 26 27 47 99
E-mail: mail@sparinvest.lu

You can discuss your concern together with your regular contact person or any of our Client Services staff and get an explanation of the issue.

Responsible person for complaints

Should you consider that the outcome of your discussion with your contact person is not satisfactory, then you can contact Sparinvest's Legal Department:

Sparinvest S.A.
Attn.: Legal Department
28, Boulevard Royal
L-2449 Luxembourg
E-mail: legal@sparinvest.dk

You will receive an answer or an acknowledgement of receipt concerning your complaint within seven (7) Luxembourg business days. In case your complaint cannot be dealt within seven (7) Luxembourg business days, we will inform you about the causes of the delay and indicate a date at which you can expect an answer.

Commission de Surveillance du Secteur Financier (CSSF)

Should the handling of your complaint not result in what you consider to be a satisfactory answer, you can address your complaint to the CSSF. The CSSF is competent as an intermediary in order to seek an out-of-court settlement of your complaint.

Commission de Surveillance du Secteur Financier
Legal Department "Consumer Protection/Financial Crime"
283, route d'Arlon
L-1150 Luxembourg
Fax: +352 26 251 - 2601
E-Mail: reclamation@cssf.lu