



Savills Investment Management (Luxembourg) S.à r.l.

Complaints Handling Policy

27 September 2023

Savills Investment Management (Luxembourg) S.à r.l. (“Savills IM Lux”) is a subsidiary of Savills Investment Management LLP, itself a wholly owned subsidiary of Savills plc, a global real estate company established in 1855 and listed on the London Stock Exchange and a constituent of the FTSE 250 Index.

Savills IM Lux, is a limited liability company qualifying and authorised by the Commission de Surveillance du Secteur Financier (the “CSSF”) in Luxembourg as a real estate alternative investment fund manager under the Luxembourg law of 12 July 2013 on alternative investment funds managers as amended from time to time.

Savills IM Luxembourg, Swedish Filial is a branch of Savills IM Lux established in Sweden.

Savills IM Luxembourg, Dutch Branch is a branch of Savills IM Lux established in the Netherlands.

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1 Context

Savills Investment Management (Luxembourg) S.à r.l. (“Savills IM Lux”) is required to adopt a complaints handling policy and to implement an internal procedure detailing how complaints will be handled.

This policy also applies to all branches of Savills IM Lux (the “Branches” and together with Savills IM Lux, “Savills IM”).

A complaint is a request to recognise a right or to redress a harm received by Savills IM Lux or the Branches, directly or indirectly from or on behalf of an eligible complainant, in relation to a product and/or service.

This Complaints Handling Policy applies to any complaint received in relation to the products and/or services provided to clients by Savills IM.

This Policy outlines:

- How clients of the Savills IM may file a complaint
- How the client’s complaint is handled by Savills IM
- How a client may use the alternative dispute resolution procedure implemented by, as the case may be, the Luxembourg Competent Authority (the CSSF)/ *Allmänna reklamationsnämnden* (“ARN”) (where the client is a consumer)

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How may Savills IM clients file complaints?

A client who wishes to file a complaint may do so by addressing Savills IM Lux directly:

- by e-mail to SavillsIMComplianceLuxembourg@savillsim.com
- by telephone on +352 2664 9955
- by post to the following address:

Savills Investment Management (Luxembourg) S.à r.l.

c/o Complaints Handling Officer
10, rue C.M. Spoo
L-2546 Luxembourg

or

Savills IM Luxembourg, Swedish Filial

Regeringsgatan 48
11156 Stockholm

Sweden

or

Savills IM Luxembourg, Dutch Branch

Apollolaan151, 5th Floor, Unit 501

1077 AR, Amsterdam

The Netherlands

Any complaints received by the Branches must be transferred to the Complaints Handling Officer without undue delay.

A complaint should include the following information:

- Full name and contact details of the complainant
- A detailed explanation of the facts (issue or transaction) at the origin of the complaint
- A copy of all related supporting documents

How are complaints handled by Savills IM?

Savills IM will handle your complaint as follows:

- An acknowledgement letter will be sent to you within five (5) business days as of the receipt of the complaint, if the complaint cannot be closed before this time, except for verbal complaints which are resolved within 24 hours. The acknowledgment letter will include a Complaint Reference Number to be used in each communication between the client and Savills IM
- Savills IM will seek to gather and to investigate all relevant evidence and information on each complaint
- Savills IM will provide a response to the complaint without undue delay and in any case, within a period which cannot exceed one month between the date of receipt of the complaint and the date at which the response to the complainant was sent
- Where a response cannot be provided within this period, Savills IM will inform you of the causes of the delay and indicate the date on which a response should be available. An update letter will be sent to you every four weeks thereafter to inform you of the progress of the handling of your complaint
- Savills IM will send you a final letter to inform you on the outcome of our investigation and the actions taken to resolve the complaint

Savills IM will seek to communicate in a plain and easily comprehensible language. All responses will be communicated in writing.

Savills IM does not charge clients any fees in relation to complaints.

2 Recourse to the CSSF's out-of-court complaint resolution procedure

The CSSF's out-of-court complaint resolution procedure aims to facilitate the resolution of complaints against professionals without legal proceedings.

Should the complainant deem Savills IM's response unsatisfactory or should he/she receive no response within one month following the date of receipt of the complaint, the complainant may resort to the CSSF's out-of-court complaint resolution procedure.

Savills IM adheres to the CSSF's out-of-court complaint resolution procedure¹.

The CSSF complaint's form (available on the CSSF website¹), can be filed:

- By filling in the online complaint form where all relevant documents can be attached.
- Or by sending the completed complaint form by email to the following address: reclamation@cssf.lu
- By post to the following address:
Commission de Surveillance du Secteur Financier
Département Juridique CC
283, route d'Arlon
L-2991 Luxembourg
- By fax to the following number: (+352) 26 25 1 – 2601

¹ Further information may be found on the CSSF website: <https://www.cssf.lu/en/customer-complaints/>.