

# PETRICCA & CO

## PETRICCA & CO CAPITAL S.A.

### Complaints Handling Procedure

PETRICCA & CO CAPITAL S.A. (hereafter “**P&CO**” or the “**Company**”) is strongly committed to providing high quality services to its clients. While P&CO makes all the possible efforts to conduct its business in a manner that would avoid customers complaints, there could be times however when you may not be satisfied with our products or services.

The Company has set up this Complaints Handling Procedure to ensure that we treat fairly and without undue delays your complaint in line with applicable regulatory requirements.

#### How to file a complaint

You may address complaints free of charge in writing by registered post, e-mail or fax mentioning your name and contact details.

Additionally, please include an explanation of the facts originating the complaint, with all relevant supporting documentation at your disposal providing all necessary details, whenever possible, so that we may handle your complaint promptly and efficiently and answer best to your expectations.

#### Where to address your complaint

Please address your complaint by any of the below means to:

**Postal mail:** PETRICCA & CO CAPITAL S.A.  
Att. Compliance Department  
25B, Boulevard Royal  
L-2449 Luxembourg  
Grand Duchy of Luxembourg

**Email:** [compliance@petriccacapital.com](mailto:compliance@petriccacapital.com)

#### Complaint resolution

Upon receiving Your written or oral complaint, the PRC (Person Responsible for Complaints) will send You a confirmation letter of the receipt and that the matter is under investigation.

The PRC will provide You with this written acknowledgment within ten business days of receipt of the complaint. You will be provided with an answer to your complaint within one month of receipt. If an answer cannot be provided within one month, the PRC shall inform You of the delay's causes and the date at which a response will likely be sent.

**Petricca & Co Capital S.A.**

CSSF Authorized - B249283

25b Boulevard Royal, L-2449 Luxembourg

VAT Code - LU32633056

[www.petriccacapital.com](http://www.petriccacapital.com) [info@petriccacapital.com](mailto:info@petriccacapital.com)

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## Alternative dispute resolution

### **Luxembourg**

If, in spite of our best efforts, you still remain dissatisfied with the response, you may refer the matter to the out-of-court resolution mechanism of the Commission de Surveillance du Secteur Financier (“CSSF” –the financial supervisory authority of Luxembourg) for up to one year after sending the complaint as per the provisions of the applicable CSSF Regulation 16-07 relating to out-of-court complaint resolution. This enables you to involve the regulator as a business mediator at no cost.

The out-of-court request can be filed in writing, by post, by fax, e-mail or online on the CSSF website.

**Postal mail:** Commission de Surveillance du Secteur Financier  
Département Juridique CC  
283, route d’Arlon  
L-2991 Luxembourg  
Grand Duchy of Luxembourg

**Email:** [reclamation@cssf.lu](mailto:reclamation@cssf.lu)

**Fax:** (+352) 26 25 1 -2601

**Website:** <https://www.cssf.lu/en/customer-complaints/>

## Data protection

The Company takes all necessary measures to ensure that the processing of personal data complies with the applicable rules on personal data protection.

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