

Customer Complaints

At Nomura Bank (Luxembourg) S.A. (hereafter “NBL”), we consider that conducting our business in line with the highest level of professional integrity and honesty is crucial. While NBL makes all the possible efforts to conduct its business in a manner that avoids customer complaints, these may occur. Basic professional ethics require that all complaints received by NBL are treated systematically, objectively, fairly and within an appropriate timeframe.

A customer complaint is defined as a written document expressing either dissatisfaction with NBL’s general level of service and/or recurring service issue. The complaint must be filed with NBL in writing, by post, fax or e-mail. The complaint shall be addressed to the Compliance Department (or alternatively to the client’s usual NBL business contacts) at:

<p>Nomura Bank (Luxembourg) S.A. Att.: Compliance Department Building A - 33, rue de Gasperich L-5826 Hesperange - Luxembourg Fax: +(352) 463 333 Email: Dept_CustomerComplaints@lu.nomura.com</p>
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NBL commits to acknowledge the receipt of the customer complaint towards the complainant in writing within ten business days. NBL will also ensure that each complainant indicates the name and contact details of the person in charge of his/her file. The resolution of the customer complaint shall not exceed one month from the date of receipt of the complaint unless the plaintiff is informed in writing of the causes of the delay and the date at which the examination is likely to be achieved.

Contacting the Commission de Surveillance du Secteur Financier (“CSSF”)

Prior to submitting a complaint to the CSSF, the customer is requested to contact NBL first which will deal with the complaint as described above. In case the complainant has not received an answer or a satisfactory answer from NBL within one month, he/she can contact the CSSF which will request the response received from NBL to assess the appropriateness of its eventual further involvement.

Where the CSSF is in possession of what it considers to be a complete and admissible file, it will set out a reasoned opinion. The CSSF addresses a conclusion letter to both parties, including the statement of reasons for the position taken. Given that the reasoned conclusions of the CSSF are not binding, the parties are free to accept or refuse to follow them. If one of the parties to a customer complaint has referred the case to a competent Court, the CSSF will cease its involvement.