

## Complaints handling policy

A “complaint” is defined, for the purpose of this policy, as a written or electronic expression of dissatisfaction by an investor a Client of the Fund (the term “Client” identifies an investor, former investor, or actively solicited potential investor of the Fund) which is directly addressed to the Fund or through a delegated party in relation to a service provided or withheld offered by the Fund or about the behaviour of any employee or officer of the Fund. A complaint is not necessarily founded on valid arguments.

In compliance with the CSSF Regulation 13-02 relating to the out-of-court resolution of complaints, NEW MILLENNIUM has implemented internal procedures for handling investors complaints.

In case a complaint arises it must be addressed to:

### **NEW MILLENNIUM**

49, Avenue J.F. Kennedy L1855 Luxembourg.

Fax: +352 46 40 10 413

E-mail : [info@newmillenniumsicav.com](mailto:info@newmillenniumsicav.com)

For the attention of: Mr. Alberto Alfiero, Conducting Officer Responsible of the collection, centralization and treatment of all complaints filed by the investors at first level.

In order to facilitate the filing of a complaints NEW MILLENNIUM has published on its website a [Complaints Form](#) that may be used by the Investors.

A written acknowledgement of receipt of the complainant will be sent within 10 business day after the receipt of the complaint and the complainant will be informed of the follow-up of the complaint.

An answer will be provided within 1 month after the receipt of the complaint. If an answer cannot be provided within 1 month, the complainant will be informed of the causes of the delay and indicate the date at which its examination is likely to be achieved.

Where the complainant did not obtain an answer or a satisfactory answer at the first level, he/she will have the opportunity to raise the complaint up to the level of the Board of Directors.

If even the complaint handling at this level does not represent a satisfactory answer for the complainant, NEW MILLENNIUM inform about the existence of the “out-of court” complaint resolution procedure at the CSSF ([CSSF Regulation 13-02](#)). In this context the investor can address the complaint to the CSSF by the following means:

- By mail to the Commission de Surveillance du Secteur Financier, 110, route d’Arlon, L-2991 Luxembourg
- By email at [direction@cssf.lu](mailto:direction@cssf.lu).

NEW MILLENNIUM, in order to improve investor services and preserve its good reputation, shall treat in timely and systematic manner all complaint received and assist the Clients until the final resolution of the complaint.

The aim of the "Complaint Policy" set up by NEW MILLENNIUM in compliance to the CSSF Regulation 13-02 is to ensure that complaints are handled in a manner which is fair, objective and truth oriented.

NEW MILLENNIUM is always committed to maintaining high level of responsiveness toward its investors and stakeholders.