



# Riverside

Dear Investor,

In accordance with CSSF Regulation N°16-07, Riverside Europe Partners S.à r.l. (the “AIFM”) has set up its own complaints handling policy. In that matter, the AIFM will be able to manage properly any complaints received by the investors.

## **1. Investor’s complaint to the AIFM**

Any complaint may be sent in English to:

- By post:  
Riverside Europe Partners S.à r.l.  
Attention: Complaints Handling Officer  
13-15 Avenue de la Liberté  
L-1931 Luxembourg  
Grand Duchy of Luxembourg

- By e-mail address: [clavall@riversideeurope.com](mailto:clavall@riversideeurope.com)

We would ask the complainant to add his/her full contact details. The Complaints Handling Officer will send him/her an acknowledgment of receipt in writing within ten (10) business days of receipt of the complaint, unless the answer itself is provided to the complainant within this period. Such acknowledgment of receipt should contain the name and contact details of the person in charge and an indication on when the answer to the complaint can be expected. This time indication shall be within one (1) month after the receipt of the complaint. If an answer cannot be provided within this time, the Complaints Handling Officer shall inform the complainant of the reasons of the delay and indicate the date on which an answer is likely to be achieved.

## **2. Out-of-court complaint settlement by CSSF**

Where the complainant did not receive an answer or a satisfactory answer within the period referred to in the preceding paragraph, s/he may file his/her request with the Luxembourg supervisory authority (CSSF) within one year after s/he filed his/her complaint with the professional.

This request may be sent:

- By post:  
Commission de Surveillance du Secteur Financier  
Département Juridique CC  
283, route d’Arlon  
L-2991 Luxembourg

- By fax: (+352) 26 25 1 – 2601

- By email: [reclamation@cssf.lu](mailto:reclamation@cssf.lu)

- By online request:  
<https://reclamations.apps.cssf.lu/index.html?language=en>

partnership . growth . integrity

Riverside Europe Partners S.à r.l.  
13-15, avenue de la Liberté  
T +352 27 17 29 1

[www.riversidecompany.com](http://www.riversidecompany.com)