

Claims handling

In accordance with the regulations in force, J.CHAHINE CAPITAL informs its clients and/or unit holders of UCITS managed by it, of the manner in which they can fill any claim.

1. Definition of a claim

A claim is a complaint lodged with the company to have a right recognized or to rectify a loss. In this sense, simple requests for information or explanations cannot be considered as claims.

2. Modalities

The complainant is first invited to contact his usual contact at J. Chahine Capital.

If he has not received a satisfactory answer, he can send a letter, preferably by registered mail with acknowledgment of receipt, to J. Chahine Capital at the following address:

J. Chahine Capital
Claims handling
10-12 boulevard Roosevelt
L-2450 Luxembourg (Grand Duchy of Luxembourg).

He will make sure to include, in each of his communications, all the relevant information relating to his claim (concerned UCITS, date, amount, correspondence exchanged with J. Chahine Capital staff, etc.).

The request will then be processed by the person designated by J. Chahine Capital as Claims Handling Manager.

When the complainant has not obtained a response or a satisfactory response at the level at which he first lodged his claim, he has the option of escalating the claim to the level of the General Management of J. Chahine Capital.

3. Claim processing time

The Claims Handling Manager must provide the complainant with a written acknowledgment of receipt within a period of time which must not exceed ten working days from receipt of the claim, unless the response itself has been provided within this period.

The Claims Handling Manager ensures in any case that a response is provided without unnecessary delay and always within a period not exceeding one month between the date of receipt of the claim and the date of sending the response to the complainant. If a response cannot be provided within this period, the complainant is informed of the roots of the delay and of the date on which his examination is likely to be completed.

4. Out-of-court resolution of claims

When the complainant has not obtained a response or a satisfactory response within one month of sending his claim, he may submit his request to the CSSF, in accordance with CSSF Regulation 16-07 relating to the out-of-court resolution of claims.

Direct access to the CSSF is guaranteed; its contact details and the procedures to be carried out are easily accessible on its website (www.cssf.lu).