Complaints Handling

Alpha Patrimoine S.A. attaches great importance to the fair, transparent and timely handling of client complaints.

How to submit a complaint

Any client may submit a complaint:

By email:
info@alpha-patrimoine.eu

By post:
ALPHA PATRIMOINE S.A.
For the attention of the Compliance Officer
Mr. Bernard Mathot
75, Parc d'Activités
L-8308 Capellen
Luxembourg

Processing Timeframes

- An acknowledgement of receipt will be sent within a maximum of **10 business days**, unless a final response is provided within this period.
- A final response will be provided within a maximum of **one month** from the date of receipt of the complaint.
- Where additional time is required, the client will be informed of the status of the review and the expected completion date.

Escalation to Senior Management

If no response is received or if the response provided is not considered satisfactory, the client may escalate the complaint to:

ALPHA PATRIMOINE S.A.
For the attention of the Executive Committee
75, Parc d'Activités
L-8308 Capellen
Luxembourg

Out-of-court Resolution before the CSSF

If no agreement is reached following the internal complaints handling process, the client may refer the matter to the out-of-court dispute resolution procedure before the CSSF within one year from the date the complaint was first submitted to Alpha Patrimoine S.A.

Commission de Surveillance du Secteur Financier (CSSF)
Legal Department – CC
283, route d'Arlon
L-2991 Luxembourg

www.cssf.lu
Email: reclamation@cssf.lu
Tel.: (+352) 26 25 11

The CSSF acts independently and facilitates the amicable resolution of disputes between clients and financial professionals.

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