

## **Making a complaint**

### **Hines Luxembourg S.à r.l. & Hines Luxembourg Investment Management S.à r.l.**

This document is designed to provide guidance on how Hines Luxembourg S.à r.l. and Hines Luxembourg Investment Management S.à r.l. collectively (“Hines Luxembourg”) receives and handles complaints made against the firm. The process is consistent with Luxembourg’s Commission de Surveillance du Secteur Financier (“CSSF”) Regulation N° 16-07 relating to the out-of-court resolution of complaints.

### **How to make a complaint**

Any person or organisation (the “complainant”) who is dissatisfied with an investment fund, product or service provided by Hines Luxembourg and who wishes to make a formal complaint may do so by contacting:

- a) Your usual Hines contact orally, by letter or email.
- b) If you are unsure whom to contact or it is not appropriate to contact your usual contact, please write to:

Compliance  
Hines Luxembourg  
2 rue du Fort Bourbon  
L-1249  
Luxembourg

or

Email: [Compliance.TeamLUX@hines.com](mailto:Compliance.TeamLUX@hines.com)

Where possible, to provide a clear and complete record of your complaint, complaints should ideally be made in writing. Please note where a complaint is made verbally and the details are insufficiently clear to us, we may request you to put your complaint in writing.

When making a complaint please provide the following information.

- Your name, contact details and position (If applicable)
- A description of your relationship with Hines
- If an investor, please identify your investment product and the name under which the investment is held.
- The name of your usual Hines contact
- The nature of the complaint and the names of any Hines employee involved (If applicable)
- Any relevant supporting documentation or correspondence

## **Acknowledgment of complaints**

Hines Luxembourg is committed to acknowledge all complaints as soon as possible and in any event within 10 business days.

The acknowledgement will also provide you with:

- The name and title of the person dealing with the complaint
- The date by which a conclusion to the internal investigation into the complaint is expected.

## **Response with findings**

All complaints will be thoroughly investigated and a written response will be provided as soon as possible and in any case within one month. Where an answer cannot be provided in this time frame, the reason for the delay and an indication of when the investigation is likely to be achieved will be communicated to you within this one month time frame.

Our response will advise either that:

- a) The complaint has been upheld and advise the redress or remedial action that Hines Luxembourg has or will take.

or

- b) The complaint has been rejected along with a detailed explanation as to why it has been rejected.

If you are dissatisfied with Hines Luxembourg's response you may in the first instance request a reconsideration by the Hines Conducting Officer with responsibility for complaint management. Should a satisfactory resolution still not be found you may, should you wish, file a request with the CSSF for out of court complaint resolution, details of which may be found at. <https://www.cssf.lu/en/consumer/complaints/>

Any such request must be filed within one year of filing your complaint with Hines Luxembourg