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# ICAMAP

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CSSF Regulation N° 16-07 dated 11<sup>th</sup> November 2016 defines a complaint as follows:

*“Complaint filed with a professional to recognise a right or to redress a harm.”*

*In this sense, simple requests for information or explanations cannot be considered as a claim.*

## 1. Sending a complaint to Icamap

Complaints shall be addressed to ICAMAP only using the following communication channels:

- 1) by letter, to the following address by registered letter with acknowledgement of receipt

### **ICAMAP**

**To the attention of Mr. Philippe Matélic**

**Head of Compliance**

**35, rue Glesener**

**L-1630 Luxembourg**

- 2) by e-mail, to the following address: [pmatelic@icamap.com](mailto:pmatelic@icamap.com) This email must be sent with a request of delivery receipt

Complaints will be processed as such only to the extent “complaint” is explicitly mentioned in the subject of the letter or the email. In all cases, the complainant must clearly indicate his/her contact details (name, address, phone number or email address) and provide a brief explanation of the claim and how it relates to the definition of ‘complaint’ per CSSF Regulation N° 16-07 dated 11<sup>th</sup> November 2016.

## 2. Claims processing

Within 10 business days of acknowledgment of receipt, ICAMAP shall send to the complainant a written acknowledgment of the receipt of the complaint. The acknowledgment shall contain name and contact details of the person in charge.

ICAMAP will make its best effort that the period between the date of receipt of the complaint and the date of the response would not exceed one month. If this deadline cannot be met, the complainant will be informed of the reasons of the delay and an estimated date of response will be provided.

In the absence of a proper and timely response or in case of an unsatisfactory response, the complainant may submit a new written claim (registered letter with acknowledgement of receipt) to the attention of the Chief Financial Officer & Conducting Officer:

### **ICAMAP**

**To the attention of Mr. Ghislain Vérie**

**Conducting Officer - Chief Financial Officer**

**35, rue Glesener**

**L-1630 Luxembourg**

If the complainant has not received a satisfactory answer from ICAMAP following the escalation process, he may file a written request with the CSSF (by post, by fax or online). The contact details of the CSSF are available on their website: <https://www.cssf.lu/en/contacts/> To facilitate the complaint request, the CSSF provides a specific formular on its website at the following address: <https://www.cssf.lu/en/customer-complaints>. The complaint has to be introduced in one of the following languages: Luxembourgish, German, English or French.

### **ICAMAP**

Registered office : 35, rue Glesener, L-1630 Luxembourg, Grand Duchy of Luxembourg  
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