

Arkus Financial Services S.A.'s Customer Complaints Handling Procedure is freely available at the registered office of the company.

All customers can send complaints to the company via email or by postal mail, as indicated in the website of the company by e-mail at: [info@arkus-fs.com](mailto:info@arkus-fs.com) or by postal mail at the following address: Arkus Financial Services S.A., European Bank and Business Centre, 6B route de Trèves, L-2633 Sennigerberg, Luxembourg.