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Information on the handling of customer complaints

All complaints that reach Acolin are treated with reasonable diligence and seriousness. Our internal policies are designed in such a way, to ensure that every complaint is dealt with in a fair, transparent and proactive manner in order to guarantee the satisfaction of our customers.

Acolin has established fixed lines of communication by which complaints are forwarded and the relevant parties are involved. Furthermore, we have also implemented measures to establish a direct line of communication between our cooperation partners and investors.

Our compliance department is directly involved in the handling of every complaint. Not only is it involved in the decision-making-process, but also assures the fulfilment of detailed documentation duties. Internal controls have been devised in order to ensure the effectiveness and transparency of our internal complaints handling policies and its underlying processes.

We kindly ask you to share any complaints directly with your Acolin contact person or to address it directly to our compliance department at complaints@acolin.com.