

CIM Europe S.à r.l.

Introduction

The purpose of this Complaints Handling Policy Statement (the “**Document**”) is to provide investors with details on the CIM Europe S.à r.l. (“CIM Europe”) Complaints Handling Policy which is established in accordance with Directive 2011/61/EU for Alternative Investment Funds (“AIFs”) under its management, together referred to as “the Funds”. A paper copy of CIM Europe’s Complaints Handling Policy is available free of charge upon request. CIM Europe has adopted a Complaints Handling Policy in accordance with the applicable Luxembourg laws and regulations.

Purpose and Objective of the Complaints Handling Policy

The purpose of the Complaints Handling Policy is to establish an efficient and transparent framework for the handling client complaints to ensure that complaints are handled fairly and promptly.

Definition

For purposes of this Document, a “complaint” is a statement transmitted verbally, in a letter, by fax, by email, or otherwise, that expresses dissatisfaction with or alleges specific inappropriate conduct by CIM Europe in relation to its services.

Accordingly, dissatisfaction expressed by another service provider of the financial sector with whom CIM Europe has entered into a business relationship shall not qualify as a complaint for the purpose of this Policy. Requests for information or explanations are not considered as a complaint.

Complaints Notification Procedure

Investors may file complaints with CIM Europe free of charge in the official language or one of the official languages of their Member State. CIM Europe is committed to treat clients fairly. To resolve complaints in an effective and transparent manner, complaints shall be notified in writing to CIM Europe’s Complaints Handling Officer. Complaints can be submitted by letter to the following address:

CIM Europe S.à r.l.

Attn: Complaints-Handling Officer
2, avenue Charles de Gaulle
L-1653 Luxembourg

Complaints can also be submitted by email to the address complaints-luxembourg@carlyle.com.

CIM Europe will respond in writing within ten (10) business days after the receipt of the complaint, to either acknowledge the receipt of the complaint or provide the investor with a response if

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RCS number: B214477

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already possible. This letter will also mention the name of the person in charge of handling the complaint.

An answer will be sent without undue delay and in any case, no later than one month after the complaint has been received. Where an answer cannot be provided within this period, CIM Europe shall inform the complainant of the causes of the delay and indicate the date at which its examination is likely to be achieved. If for any reasons the complaints handling process does not result in a satisfactory response, CIM Europe will provide the complainant with a full explanation of his/her position as regards the complaint and will further inform him/her on paper or by way of another durable medium, of the existence of the out-of-court complaint resolution procedure at the CSSF. The complainant can file a request with the CSSF within one year after the complaint was filed with CIM Europe. Additionally, and where the case arises, CIM Europe will itself inform the complainant where it takes the decision to have recourse to the out-of-court complaint resolution procedure to resolve the dispute. This procedure is free of charge for the applicant.

The CSSF contact details and the CSSF Regulation N° 16-07 relating to the out-of-court resolution of complaints as well as the complaint filing form of the CSSF can be found on the following sites:

- Complaint filing form of the CSSF: <https://www.cssf.lu/en/Document/interactive-form-for-complaints/>
- CSSF Regulation N° 16-07 relating to the out-of-court resolution of complaints: http://www.cssf.lu/fileadmin/files/Lois_reglements/Legislation/RG_CSSF/RCSSF_No16-07eng.pdf
- CSSF E-Mail address: reclamation@cssf.lu
- CSSF postal address:

Commission de Surveillance du Secteur Financier

Département Juridique CC

283, route d'Arlon

L-2991 Luxembourg Fax : (+352) 26 25 1 - 2601

- CSSF FAQ: <https://www.cssf.lu/fr/reclamations-clientele/>