



## STATEMENT ON COMPLAINTS HANDLING

For the purpose of the complaints policy of Permira Management S. à r.l. (“the Firm”), complaint means a complaint filed with a professional to recognize a right or to address a harm.

### Complaints handling process

Complaints should be made in writing by letter to the following address:

- Firm : Permira Management S. à r.l., 488, route de Longwy L-1940 Luxembourg, Attn: Anna Maria Picardo (“Complaints Officer”) or
- Branch : Permira Management S. à r.l. Madrid Branch, Sucursal en España, C/de Jose Ortega y Gasset 100, 3rd Floor, 28096 Madrid, Attn : Anna Maria Picardo.

and provide at least the following type of information:

- Description of the situation;
- Contact details of the complainant.

You will receive a written acknowledgement of receipt within 10 business days.

If the answer is not provided to the complainant within this period, then the Complaints Officer will provide further information covering:

- The name and the contact details of the person handling the complaint;
- An indicative timetable for handling the complaint.

The complainant will be informed about the decision made by the Firm in relation to the complaint as promptly as possible and in any case, no later than 1 month from the date at which the complaint was received.

Where an answer cannot be provided within this period, we will inform you of the causes of the delay and indicate the date at which its examination is likely to be achieved.

### Out-of-court complaint resolution procedure with the CSSF

Where a complainant does not receive an answer or a satisfactory answer within 1 month from the date at which the complaint was sent to the Firm, s/he may file to the Commission de Surveillance du Secteur Financier (“CSSF”) a request for an out-of-court complaint resolution within 1 year after s/he filed his/her complaint with the Firm.

Further information and details on the out-of-court complaint resolution procedure are available on the CSSF website: <https://www.cssf.lu/en/customer-complaints/>

Where the Firm has undertaken to resort to the out-of-court complaint resolution procedure with the CSSF, the Firm will provide the complainant with the website reference relating to the Regulation CSSF No 16-07 or copy of that regulation.

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