



Reference to dispute settlement procedures and the Ombudsman Office for members

(As of June 2017)

The LRI Invest S.A. has undertaken to participate in dispute resolution proceedings before a consumer-enforcement agency (§ 36 para. 1 No. 1 VSBG).

In the case of disputes, consumers may call the "Ombudsman for Investment Funds" of the BVI Federal Association for Investment and Asset Management e.V. as the responsible consumer protection agency. The LRI Invest S.A. takes part in dispute settlement proceedings before this arbitration body (§ 36 para. 1 no. 2 VSBG).

The contact details of the "Ombudsman for investment funds" are:

Büro der Ombudsstelle des BVI Bundesverband Investment und Asset Management e.V.

Unter den Linden 42

10117 Berlin

Telefon: (030) 6449046-0

Telefax: (030) 6449046-29

E-Mail: info@ombudsstelle-investmentfonds.de

www.ombudsstelle-investmentfonds.de

Consumers are natural persons who invest in the fund for a purpose that cannot be attributed predominantly to their commercial or self-employed activities, which are therefore private property (see § 13 BGB).

In the case of disputes relating to sales contracts or service contracts concluded by electronic means, consumers may also turn to the EU's online dispute resolution platform (www.ec.europa.eu/consumers/odr). The following e-mail address can be given as contact address for the KVG: Compliance-department@lri-group.lu. The platform itself is not a dispute resolution center but merely provides the parties with a competent national arbitration body (Article 14 (1) and (2) Regulation (EU) No 524/2013 on the online settlement of consumer disputes).

The right to appeal to the courts remains unaffected by a dispute settlement procedure.