

**Instructions for consideration of complaints from clients or potential clients concerning Fondsmæglerselskabet Maj Invest A/S as well as consideration of complaints from investors in Maj Invest Funds in Luxembourg**

Guidelines for the consideration of complaints from customers or potential customers concerning Fondsmæglerselskabet Maj Invest A/S and consideration of complaints from investors in Maj Invest Funds in Luxembourg

Fondsmæglerselskabet Maj Invest A/S has internal procedures for managing complaints, in order to ensure that complaints are processed correctly.

The company's Legal & Compliance Department is the Complaints Officer for Fondsmæglerselskabet Maj Invest A/S.

If you wish to raise a complaint concerning the handling of a case, or the outcome thereof, please contact Legal & Compliance in writing, at the address or e-mail address stated below.

You will receive a confirmation of receipt of your complaint, which will be considered by Legal & Compliance.

You may possibly be contacted by Legal & Compliance with a request for further information concerning your complaint.

You will receive a written response to your complaint.

Fondsmæglerselskabet Maj Invest A/S

Legal & Compliance

Gammeltorv 18

DK-1457 Copenhagen K

[legalcompliance@majinvest.com](mailto:legalcompliance@majinvest.com)

If your complaint to us does not lead to a satisfactory outcome for you, you can (concerning private customer matters) submit a complaint to Ankenævnet for Fondsmæglerselskaber (the Appeal Board for Asset Management Companies), Amaliegade 7, 1256, DK-1256 Copenhagen K. Read more at <https://fanke.dk/ankenaevnet-for-fondsmaglerselskaber/en/>.

You can also make a complaint via the EU Financial Dispute Resolution network: FIN-NET.

Read more at [https://finance.ec.europa.eu/consumer-finance-and-payments/retail-financial-services/financial-dispute-resolution-network-fin-net\\_en](https://finance.ec.europa.eu/consumer-finance-and-payments/retail-financial-services/financial-dispute-resolution-network-fin-net_en). This is particularly relevant if your place of residence is in another EU country.