

Complaints Management

Lupus alpha's employees are always committed to providing optimal service and act with a special dedication to quality. Continuous and cooperative contact with our customers is important to us. Of course, this also applies to our complaints management. We have set standards for documenting and dealing with complaints. We act according to these and always handle complaints fairly, effectively and promptly.

If you are dissatisfied with us, please contact us. Your contact person is:

Simona Papenbrock – Compliance
Lupus alpha Asset Management AG

Speicherstraße 49-51
D-60327 Frankfurt am Main
Phone: +49 69 365058 7261
Email: compliance@lupusalpha.de

We will get back to you without delay, and usually within five working days. If it takes a long time to process your complaint, you will receive intermediate information from us.

For you as an investor, this service is, of course, free of charge.

Investors, who are consumers may, at any time, turn to the arbitration board established through the Federal Financial Supervisory Authority (BaFin) for alleged violations of the German Investment Code (KAGB):

Bundesanstalt für Finanzdienstleistungsaufsicht
Arbitration board
– Referat ZR 3 –
Graurheindorfer Straße 108
53117 Bonn
Phone: +49 (0) 228 4108-0
Fax: +49 (0) 228 4108-62299
E-Mail: schlichtungsstelle@bafin.de

On the homepage of the Federal Financial Supervisory Authority (BaFin) a form for the written request for arbitration is available (<https://www.bafin.de/inv-g-schlichtung>) and the way to submit it is described there.