



Complaints Management Process

Standard Chartered Luxembourg S.A. is committed to delivering products and services to the highest standards however, we are aware that instances may occur where you, as a client or potential client, may be dissatisfied with a product or service that has been provided to you. If you wish to raise your concerns, you can do so by making a complaint. We value your feedback as it helps us improve the quality of products and services offered by Standard Chartered Luxembourg S.A..

[How to make a complaint](#)

You can raise a complaint by reaching out to your usual Standard Chartered Luxembourg S.A. relationship, sales or service contact. You may also choose to make a complaint using the information provided below.

By E-mail: standardchartered.luxembourg@sc.com

By Telephone: +352 28 29 77 30

In Writing:

Standard Chartered Luxembourg S.A.

53, Boulevard Royal,

L-2449 Luxembourg,

Grand Duchy of Luxembourg.

Please provide us with your contact details as well as any other relevant information on the subject of your complaint so that we may handle your complaint efficiently.

If you are not satisfied with the response received, you may contact Standard Chartered Luxembourg S.A. management body by sending a letter to the following address:

Standard Chartered Luxembourg S.A.

Attn. Chief Operating Officer

53, Boulevard Royal,

L-2449 Luxembourg,

Grand Duchy of Luxembourg.

[Handling of Complaints](#)

Standard Chartered Luxembourg S.A. maintains internal policies and procedures to ensure complaints are resolved in a timely, consistent, and fair manner. Receipt of your complaint will be acknowledged within 2 business days triggering an investigation. Upon completing the investigation into your complaint, we will provide you with a written resolution communication within a maximum of 4 weeks from the receipt of your complaint. Where an answer cannot be provided within this period, Standard Chartered Luxembourg S.A. will inform you of the causes of the delay and the current status of the processing.



Information relating to your complaint may be submitted by Standard Chartered Luxembourg S.A. to the Luxembourg regulator, *Commission de Surveillance du Secteur Financier* (“CSSF”), in the course of certain regulatory reporting requirements.

[Alternative Dispute Resolution](#)

In case Standard Chartered Luxembourg S.A. has not been able to resolve your complaint, or if you find the response to your complaint not satisfactory, you may be entitled to explore an alternative dispute resolution channel. Such a request must be filed within one year after the complaint filed with Standard Chartered Luxembourg S.A.. Further details of the out-of-court complaint resolution procedure can be found via CSSF Regulation 16-07: [RCSSF_No16-07eng.pdf](#) or directly on their website: <https://www.cssf.lu/en/customer-complaints/>.