

Complaints handling policy for BCEC X Luxembourg 1 SCSp, the Luxembourg investment vehicle of BCEC X – summary

Purpose and scope

The policy aims to provide clear and precise instructions for the investors of BCEC X Luxembourg 1 SCSp, the Luxembourg Alternative Investment Fund (AIF), on how to file a complaint with BC Partners Management Lux Sà r.l. (BCPML), the Alternative Investment Fund Manager (AIFM), in accordance with applicable regulations relating to the out-of-court resolution of complaints, the Luxembourg CSSF Regulation No. 16-07.

How to make a complaint

A complaint can be made by phone or in writing (post or email) to the Complaints Officer. The Complainant shall explain in details the facts behind the complaint, providing all relevant supporting documentation if applicable. If sending the complaint by Post, it should be sent to the registered address of the AIFM:

The Complaints Officer
BC Partners Management Lux Sàrl
29 Avenue de la Porte Neuve
L-2227 Luxembourg

Phone : +352 26 99 1107

For complaints by email, please send to loic.guillermet@bcpmgtlux.lu

Processing time for complaints

BCPML will acknowledge receipt of the complaint within ten (10) business days of receipt and will answer within one calendar month from the receipt of the complaint. Should the response not be made available within the prescribed period, the complainant will be informed of the cause for the delay and with an indication of the date by which the investigation will be completed and a final response issued.