



How to complain?

Mizuho Trust & Banking (Luxembourg) S.A., as a financial institution, and its employees, are obliged to carry out their services in the interests of the customer and to avoid conflicts of interest whenever possible. However, if you do find that you are unsatisfied with the service provided, please contact your assigned contact person. Within a maximum of ten working days, you will receive a reply containing information on the next steps and how long the complaint will take to process, if applicable.

If you are not satisfied with the reply you receive, you can request the contact details of the designated member of Management responsible for complaints handling, Mr Jun Kojima.

The complaint has to be sent by e-mail to the dedicated mailbox (client.complaint@mizuho.lu).

If your complaint has not been resolved at Management level within a period of one month, you have the right to apply to the Luxembourg financial regulator, the Commission de Surveillance du Secteur Financier (“CSSF”), which can deal with your complaint via its out-of-court settlement procedure. A copy of this procedure (contained in CSSF Regulation No. 16-07) can be found on the CSSF website - www.cssf.lu. You can contact the CSSF either by post using the following address: Commission de Surveillance du Secteur Financier, 283, route d’Arlon, L-2991 Luxembourg, or by email at: direction@cssf.lu.