

Blackstone Europe Fund Management S.à.r.l. (“BEFM”) Complaints Handling Process

In accordance with CSSF Regulation No. 16-07 relating to out-of-court complaint resolution, BEFM has established and implemented effective and appropriate procedures for the reasonable and prompt handling of complaints received from its clients. You can find a summary of our complaints handling procedure below.

How to file a complaint with BEFM?

If you wish to express your dissatisfaction with our services, or if you wish to receive more information on our complaints handling process, please do not hesitate to contact our Complaints Handling Officer at your convenience, in writing via post or email, using the following contact details, with the reference “Complaint”:

Blackstone Europe Fund Management S.à.r.l.
Attn: Complaints Officer
2-4 rue Eugene Ruppert L-2453 Luxembourg
Email: BEFMcompliance@blackstone.com

To ensure a prompt handling of your complaint, please include the following information:

- ✓ Your identity and contact details;
- ✓ Reason(s) of the complaint;
- ✓ Where relevant, copies of any documentation supporting your complaint.

Complaints can be made in French or in English.

Once we have received your complaint, you will receive a written acknowledgement of receipt within ten (10) Luxembourg business days.

Your complaint will be investigated, and we aim to find a resolution as quickly as possible. However, some complaints may be more complex and require further investigation. If a decision is not reached in time of the acknowledgement letter, a response will be sent to you within one (1) month which will either contain:

- (i) a full and clear final response including the outcome of the investigation; or
- (ii) an explanation as to why we are not able to provide a final response and details of when the response will be provided.

What if you are not satisfied?

If you are not satisfied with the answer provided, you may refer the complaint to BEFM’s management by sending a letter via post to the following address:

Blackstone Europe Fund Management S.à.r.l.
Attn: Board of Managers
2-4 rue Eugene Ruppert L-2453 Luxembourg

Alternative Dispute Resolution

If you remain dissatisfied with the response provided by BEFM's management within a reasonable timeframe, you may notify the *Commission de Surveillance du Secteur Financier* using the procedure for out-of-court complaint resolution. This must be done within one year of filing the original complaint.

Further details as to the out-of-court resolution procedure is available on the CSSF website at the following address: <https://www.cssf.lu/en/customer-complaints/>

The complaint can be filed either:

- ✓ by filling in the online complaint form available here: <https://www.cssf.lu/en/Document/interactive-form-for-complaints/>;
- ✓ or by sending the completed complaint form (PDF):
 - either by mail (simple mailing, no registered letter required) to the following address:
Commission de Surveillance du Secteur Financier
Département Juridique CC
283, route d'Arlon
L-2991 Luxembourg
 - or by fax using the following number: (+352) 26 25 1-2601;
 - or by email to the following address: reclamation@cssf.lu

A copy of CSSF Regulation No. 16-07 is available on the CSSF website at the following address: <https://www.cssf.lu/en/Document/cssf-regulation-n-16-07/>