

LuxTrust Dispute Resolution Procedure

(SERVICES SOUSCRITS, DISPOSITIFS [SMARTCARDS, SIGNING STICKS, TOKENS] ET CERTIFICATS)

PR-0121-P-A (Version 1.0) - 31/07/2009

I Introduction

Prior to any litigation, the resolution of complaints and disputes received from customers or other parties about the provisioning by LuxTrust of electronic trust services or any other related matters is ruled by the “LuxTrust Dispute Resolution Procedure” as publicly available from <http://repository.luxtrust.lu> (this procedure).

Different successive levels are foreseen for the handling of complaints.

II LuxTrust internal services

Complaints received by the LuxTrust headquarters or forwarded to the LuxTrust headquarters because they couldn't be treated in a satisfactory manner by the LuxTrust helpdesk are treated by LuxTrust internal services under supervision and coordination of the LuxTrust Quality manager.

III LuxTrust management

Complaints that, by nature or still considered unresolved by the plaintiff, are then forwarded to the LuxTrust management by the LuxTrust Quality manager, together with a report detailing the problem and actions taken.

The management of LuxTrust will then take a decision based on the internal report of the LuxTrust Quality manager. This decision will immediately be communicated to the plaintiff.