



LuxTrust

Dispute Resolution Procedure

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2.0

Revision History

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0.91	2009-07-17	PHI	Update
0.92	2009-07-27	PHI	Second draft
1.0	2009-07-31	PHI	Validation PRA
1.1	2013-08-10	DFO	Revue et modification du document
1.3	2015-01-23	CAFN	Update
1.4	2015-02-28	YNU/DFO	Review
2.0	2020-12-08	YNU	New corporate identity & Update CSSF

Approvals

Version	Date (yyyy-mm-dd)	Approved by	Approval / Remark
1.0	2009-07-31	PHI	Validation
1.1	2013-08-14	SRI	Validation
2.0	2020-10-13	FAR	Validation
2.0	2021-01-14	ARE	Validation

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1. Introduction

This procedure is based on CSSF Regulation N° 16-07 relating to the out-of-court resolution of complaints

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.

2. LuxTrust Complaint Handling

2.1. Processing by the Customer Service Desk.

Complaints can be received by:

- Emails : questions@luxtrust.lu
- Mails : Parc d'Activités 13-15, Capellen L8308, Luxembourg
- Phone calls: 00352 24 550 550

In order to ensure that your complaint is processed efficiently and quickly, we ask you to specify your identity, your contact details and a brief description of the subject of your complaint.

An acknowledgement of receipt will be provided to the complainant within a period which shall not exceed 10 business days after receipt of the complaint, unless the answer itself is provided to the complainant within this period.

An answer will be provided to the complainant by the CSD by email, within a period which cannot exceed one month from the date of receipt of the complaint.

Complaints which couldn't be treated in a satisfactory manner by the LuxTrust helpdesk are treated by LuxTrust internal services under the supervision and the coordination of the LuxTrust Head of Customer Service Desk.

Some complaints may be complex and may require a longer processing time. In that case, you will then be kept informed (normally, via e-mail) of the situation and we will let you know, as soon as possible, the necessary timeframe to perform our analysis on your request.

2.2. Escalation

Complaints which remain unresolved by the plaintiff, will be escalated to the LuxTrust's Chief Commercial Officer (member of the LuxTrust Executive Committee) by the Head of Customer Service Desk with a report detailing the complaint and the actions already previously taken.

LuxTrust's management will then make a decision based on this internal report whether going forward with the complaint or dismissing it. The decision will be, in due time, communicated by the Head of Customer Service Desk to the applicant.

You may also contact LuxTrust's management directly by post at the address below:

LuxTrust S.A.
To the Chief Commercial Officer
IVY Building
13-15 Parc d'Activités
L-8308 Capellen
Luxembourg

Please indicate in your letter the reference mentioned on the reply letter you have received from our complaints department.

3. Out of court resolution of complaints by the CSSF

If the complainant does not receive any answer or a satisfactory answer within the period referred to in the preceding paragraph, she/he may file her/his request with the CSSF.

- To be considered as receivable by the CSSF :
 - The complaint must have been previously sent in writing to the person responsible for the complaint handling at the level of the management of the professional concerned by the complaint.
 - The complainant has not received an answer or a satisfactory answer from that person within one month from the date at which the complaint was originally sent.

Your application must be submitted within one year after the first submission of your complaint to LuxTrust.

You will find the form on the CSSF website:

http://www.cssf.lu/fileadmin/files/Formulaires/Reclamation_111116_EN.pdf