

Instructions for consideration of complaints from consumers concerning Maj Invest Equity A/S



Guidelines for the consideration of complaints from customers or potential customers concerning Maj Invest Equity A/S.

Maj Invest Equity A/S has internal procedures for managing complaints, in order to ensure that complaints are processed correctly.

The company's Legal & Compliance Department is the Complaints Officer for Maj Invest Equity A/S.

If you wish to raise a complaint concerning the handling of a case, or the outcome thereof, please contact Legal & Compliance in writing, at the address or e-mail address stated below.

You will receive a confirmation of receipt of your complaint, which will be considered by Legal & Compliance.

You may possibly be contacted by Legal & Compliance with a request for further information concerning your complaint.

You will receive a written response to your complaint.

Maj Invest Equity A/S

Legal & Compliance

Gammeltorv 18

DK-1457 Copenhagen K

legalcompliance@majinvest.com

If your complaint to us does not lead to a satisfactory outcome for you, you can (if you are a private client) submit a complaint to Det finansielle ankenævn (The Danish Financial Complaint Board), Amaliegade, DK-1256 Copenhagen K. Read more at www.fanke.dk/det-finansielle-ankenaevn/.

You can also make a complaint via the EU Financial Dispute Resolution network: FIN-NET.

Read more at <https://finance.ec.europa.eu/consumer-finance-and-payments/retail->

[financial-services/financial-dispute-resolution-network-fin-net_en](#). This is particularly relevant if your place of residence is in another EU country.