

Clearlake EU Complaints Handling Procedure

How to Make a Complaint – Clearlake Capital (UK) LLP

If you have a complaint regarding Clearlake Capital (UK) LLP (“Clearlake UK”), please contact the Chief Compliance Officer of Clearlake UK with details. You may make a complaint in person, by telephone or in writing:

Telephone: +44 (0) 20 3961 8820

Email: compliance@clearlakecredit.com

Address: Clearlake Capital (UK) LLP, 45 Old Bond Street, London W1S 4QT

All complaints are submitted free of charge.

How to Make a Complaint – MV Credit S.à r.l.

If you have a complaint regarding MV Credit S.à r.l. (“Clearlake Lux”), please contact the Conducting Officer for Compliance of Clearlake Lux with details. You may make a complaint in person, or in writing:

Telephone: +352 20 21 35 24

Email: compliance@clearlakecredit.com

Address: MV Credit S.à r.l., 51, avenue J.F Kennedy L-1855 Luxembourg

All complaints are submitted free of charge.

Our Complaints Procedure

1. Once a complaint is made, we will send you a letter acknowledging receipt of your complaint promptly and without undue delay, enclosing a copy of this procedure.
2. We will then investigate your complaint diligently and impartially. We may request that you provide additional information to assist us with our investigation.
3. We will keep you informed of the progress of our investigation and, if appropriate, our proposed action to resolve your complaint.
4. If you accept our proposed action to resolve your complaint we will conclude the matter promptly.
5. We will take all reasonable steps to resolve your complaint within 8 weeks of receipt.

Your Right to Take Further Action – Clearlake Capital (UK) LLP

In the event that Clearlake UK fails to resolve a complaint to your satisfaction, or if Clearlake UK fails to do so within eight weeks of receiving your complaint, you may be entitled to refer your complaint to the Financial Ombudsman Service, Exchange Tower, Harbour Exchange Square, London E14 9SR, Telephone: 0800 023 4567 or at www.financial-ombudsman.org.uk.

Additionally, if your complaint is not resolved to your satisfaction you may be entitled to take civil action against Clearlake UK.

Your Right to Take Further Action – MV Credit S.à r.l.

In the event that Clearlake Lux fails to resolve a complaint to your satisfaction, you may be entitled to refer your complaint to the Commission de Surveillance du Secteur Financier (“CSSF”), by following the guidance as per the CSSF website: [Customer complaints – CSSF](#).