



# PANTHEON

## Complaints Handling Policy for Pantheon-Managed Luxembourg Funds

The purpose of this policy is to provide clear, precise and up-to-date information on Pantheon Ventures (Ireland) DAC complaints handling procedures in accordance with applicable regulations relating to the out-of-court resolution of complaints. The policy is intended to ensure that complaints are dealt with properly and promptly.

For the avoidance of doubt, this policy is only applicable to the following fund ranges:

- Pantheon Global Infrastructure Fund II (Luxembourg) SCSp
- PGIF IV Euro Feeder (Luxembourg) SCSp
- Pantheon Global Infrastructure Fund IV Euro (Luxembourg) SCSp
- Pantheon Global Secondary Fund VI SCSp
- Pantheon Global Secondary Fund VI Feeder (Luxembourg) SCSp
- Pantheon Global Secondary Fund VII SCSp
- Pantheon Global Secondary Fund VII Feeder (Lux) SCSp
- Pantheon Global Secondary Fund VII Euro Feeder SCSp
- Pantheon Global Secondary Fund VII Euro SCSp
- PGCO IV Co-Mingled Fund SCSP
- Pantheon Global Co-Investment Opportunities Fund V (Luxembourg) SCSp
- Pantheon Global Co-Investment Opportunities Fund V Feeder (Luxembourg) SCSp
- Pantheon Multi-Strategy Program 2014 (Luxembourg) SLP SICAV SIF
- Pantheon Access (Luxembourg) SLP SICAV SIF
- Pantheon Private Debt Program SCSp SICAV-RAIF (and its sub funds)
- Pantheon Private Debt PSD II USD Feeder (Luxembourg) SCSp

- Pantheon Private Debt PSD II EUR Feeder (Luxembourg) SCSp
- Pantheon Private Debt PCO II USD Feeder (Luxembourg) SCSp
- Pantheon Private Debt Program Tubera Credit 2020 Feeder SCSp
- Pantheon Real Assets II-b (Luxembourg)SCSp
- Pantheon Real Assets Fund II-b Feeder (Luxembourg) SCSp
- Pantheon Real Assets II-b QFP Feeder (Luxembourg) SCSp
- Pantheon Global Infrastructure Fund IV (Luxembourg) SCSp
- PGIF IV Feeder (Luxembourg) SCSp
- Pantheon Secondary Opportunity Fund (Luxembourg) SCSp
- Pantheon Secondary Opportunity Fund Feeder (Lux) SCSp
- SOLUTIO PREMIUM Private Equity VI Master SCSp
- SOLUTIO PREMIUM Private Equity VI Feeder SCA SICAV-SIF
- SOLUTIO PREMIUM Private Equity VII Master SCSp
- SOLUTIO PREMIUM Private Equity VII Feeder SCA SICAV-RAIF
- SOLUTIO PREMIUM Private Debt I SCSp
- SOLUTIO PREMIUM Private Debt II Master SCSp
- SOLUTIO PREMIUM Private Debt II Feeder SCA SICAV-RAIF
- SOLUTIO Premium Private Equity VIII Master SCSp SICAV-RAIF (and its sub funds)
- SOLUTIO Premium Private Equity VIII Feeder SCA SICAV-RAIF (and its sub funds)
- SOLUTIO Opportunities Asia I SCSp

### 1. HOW TO MAKE A COMPLAINT

A complaint can be made by phone or in writing (post or email). The Complainant shall explain in detail the facts behind the complaint, providing all relevant supporting documentation if applicable. If sending the complaint by post, it should be sent to the following address:

The Complaints Officer  
Pantheon Ventures (Ireland)  
DAC  
Sobo Works  
Windmill Lane  
Sir John Rogerson's Quay  
Dublin 2  
Ireland  
D02 K156

For complaints by email for all funds, please send to [maeve.kelly@pantheon.com](mailto:maeve.kelly@pantheon.com)

For complaints by phone please call the following telephone number:  
+353 (1) 6426566

#### RESPONSIBLE PERSON FOR COMPLAINTS

The individual responsible for Complaints received by Pantheon is the Head of Compliance (Ireland), Maeve Kelly.

#### 2. PROCESSING TIME FOR COMPLAINTS

Pantheon will acknowledge the complaint within 10 business days of receipt and will inform the Complainant of the name and contact details of the person handling the complaint.

A final written response will be sent to the Complainant no later than one month after receipt of the complaint.

Where a response cannot be provided within the prescribed period of one month, the complainant will be informed of the cause for the delay with an indication of the date by which the investigation will be completed and a final response issued.

#### 3. RECOURSE TO APPLICABLE REGULATOR'S OUT-OF-COURT RESOLUTION OF COMPLAINTS

Where a Complainant does not deem the final response received to be satisfactory, he/she may file a request with the Commission de Surveillance du Secteur Financier ("CSSF") in Luxembourg, within one year after he/she filed his/her complaint with Pantheon. This request should be made as follows:

- by completing the CSSF form online available at the following address: <https://reclamations.apps.cssf.lu/index.html>
- Or by post to the following address:  
Commission de Surveillance du Secteur Financier  
Département Juridique CC  
283, route d'Arlon  
L-2991 Luxembourg
- Or by email to the following email address: [reclamation@cssf.lu](mailto:reclamation@cssf.lu).
- Or by fax to the following number: (+352) 26 25 1-2601

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T: +353 (1) 642 6566 | [www.pantheon.com](http://www.pantheon.com)

Pantheon Ventures (Ireland) DAC is regulated by the Central Bank of Ireland