Complaint handling procedure of Rcube Professional Services S.A. (anciennement Agil-IT S.A.)

Our complaints handling procedure is governed and defined in full compliance with the provisions of the CSSF regulation.

Contact:
Please contact a member of our staff, preferably in the department you are complaining about, or through your usual contact within Rcube Professional Services S.A. ('Rcube').
Our phone number is +352 31 71 32-1.
 Alternatively, you can complain:
• By email: plaintes@rcube.lu
• By writing to: Rcube Professional Services S.A. 38-40, Parc d'Activités, L-8308 Capellen

In any case, please provide:
• your full details: company name, contact, address, email and phone number;
• as much information about your complaint: administrative, financial, commercial, technical, etc.;
• a detailed description of your problem with references when available.

Complaints handling Rcube will acknowledge your complaint within two open days following the receipt of your request and will try to solve your problem as quickly as possible.
Rcube will gather and investigate all relevant evidence and information in relation with your complaint.
Rcube will provide an answer within a period which may not exceed one month following the date of receipt of your complaint. If, for any reason, an answer could be provided within this period, Rcube will keep you informed of the causes of the delay and will indicate the date on which its survey is likely to be achieved.
If you did not obtain a satisfactory answer at the level you submitted your complaint to in the first instance, you have the possibility to escalate your complaint to the company's management level at the following email: jpcozier@rcube.lu.

If the complaints handling at the management level did not result in a satisfactory answer, we will provide you with a full explanation of our position concerning the complaint and inform you in written so that you can use the resolution's procedure at the CSSF available on www.cssf.lu.