

COMPLAINTS MANAGEMENT POLICY

THIS DOCUMENT HAS BEEN PREPARED IN ACCORDANCE WITH ARTICLE 313-8 OF THE AMF'S GENERAL REGULATIONS AND AMF INSTRUCTION NO. 2012-07.

Objective and scope

The objective is to guarantee all our direct or indirect clients (via our various distributors) free, efficient, equal and harmonized treatment of any complaints they may have. A complaint is defined as a written statement or a statement received by any traceable means, indicating a client's dissatisfaction with CPR Asset Management (CPRAM), relating to the provision of an investment service. A simple request for information, advice or clarification of a service does not constitute a complaint.

How to make a complaint

Complaints may be submitted by our customers, in French or English, by post or e-mail to the attention of their usual contact person, who is either:

- the advisor at the bank branch where the customer has an account;
- the distributor where the unitholder holds his or her assets;
- the sales representative of the management company who has direct contact with the customer;
- CPRAM customer service.

Persons responsible for handling complaints:

- **client.servicing@cpr-am.com**, CPRAM Customer Service - 91 93 boulevard Pasteur - 75015 Paris.

To be on the safe side, we advise you to send all complaints with an acknowledgement of receipt.

Processing times

CPRAM will send an acknowledgement of receipt within 10 working days of the date on which the complaint was sent, unless the client has already received a response in the meantime.

The request must be forwarded to the Head of Compliance and Internal Control (RCCI) and, where applicable, to the Head of the Legal Department.

CPRAM undertakes to respond to any client complaint, whatever its nature, within two months of the date on which the complaint is sent. If, due to special circumstances, the management company is unable to meet this deadline, it will inform the client of the reason for the delay.

Mediation by the Autorité des Marchés Financiers (AMF)

If all the means used by CPRAM have failed to produce a solution acceptable to the customer, the customer may refer the matter to the AMF Mediator:

AMF Mediator
Autorité des marchés financiers
17 place de la Bourse
75082 PARIS CEDEX 02

A mediation request form is available on the AMF website: <https://www.amf-france.org>