

## Complaints Handling Policy

FAIR • TRANSPARENT • SIMPLE

This information is prepared in accordance with the provisions of the General Regulation of the Autorité des Marchés Financiers (AMF) and AMF Instruction No. 2012-07.

It is intended to inform unit holders (hereinafter referred to as the "Client(s)") of Aecus Partners about the procedure relating to the handling of complaints.

Only statements expressing the Client's dissatisfaction with the professional are considered, excluding requests for information, opinions, clarifications, services, or provisions.

Any Client wishing to send a complaint to Aecus Partners is invited to send a letter to the following address:

**AECUS PARTNERS**  
Operations Team  
128 rue du Faubourg Saint-Honoré, 75008 Paris, France

A complaint can also be sent to Aecus Partners:

- by phone: +33 (0)1 8480 8182
- by email: [operations@aecuspartners.com](mailto:operations@aecuspartners.com)

**In order to ensure that a client's complaint has been received, we recommend that it be sent alongside a request for acknowledgement of receipt.**

**Complaint processing time:**

Aecus Partners commits to acknowledging receipt of a complaint within 10 days of it being sent, in the event that it cannot be processed more quickly. The request will be handled within a period not exceeding 2 months from the date of receipt.

**Recourse:**

If you are not satisfied with the outcome of your complaint, you can appeal:

- To the AMF's independent mediator for management services on behalf of third parties and investments:

**Autorité des Marchés Financiers**  
Madame Marielle Cohen-Branche  
Médiateur de l'AMF  
17 place de la Bourse  
75082 Paris Cedex 02

The application form for mediation with the AMF and the mediation charter are available on the <https://www.amf-france.org/fr/le-mEDIATEUR website>.

- To the insurance mediator for insurance brokerage services or management of unit-linked arbitration mandates:

**La Médiation de l'Assurance**

TSA 50110  
75441 Paris Cedex 09

The mediation request form is available on the website <http://www.mediation-assurance.org/Saisir+le+mediateur>.

- For clients based in EEA member countries other than France, as well as Switzerland and the United Kingdom:

Concerning services provided in countries other than France within the European Union, as well as in Switzerland and the United Kingdom, Aecus Partners informs of the possibility of referring the matter to the independent mediator of the National Competent Authority, the list of which is kept by the European Commission: [FIN-NET members](#).

The procedures are confidential, free of charge, adversarial and non-binding. Each of the parties can put an end to it whenever it wishes and retains the right to go to court.

However, before contacting the mediator, the client must first take their initial steps of registering the complaint with Aecus Partners.