

COMPLAINTS MANAGEMENT POLICY

This document has been drawn up in accordance with article 313-8 of the AMF General Regulations and AMF instruction n° 2012-07

Objective and scope of application

The objective is to guarantee to all our clients, whether they are direct or indirect clients (via our various distributors), that any complaints they may have will be treated, at no charge, in an efficient, fair and standardised way. A complaint is understood to mean any dissatisfaction expressed by a client regarding CPR Asset Management (CPR AM) and its services. A simple request for information, an opinion or clarification regarding a service does not constitute a complaint.

Person in charge of handling complaints

Mr Arnaud de Busschère, Head of Client Service

Complaints procedure

Complaints may be submitted by our clients, in French or English, for the attention of their account manager or:

- By post to the following address:

Mr Arnaud de Busschère
CPR AM – Client Service
90, boulevard Pasteur
75015 Paris – FRANCE

- By email to:

arnaud.debusschere@cpr-am.fr

For increased security, we advise you to send all complaints by registered letter with an acknowledgement of receipt.

Processing times

An acknowledgement of receipt is sent by CPR AM within 10 working days after receipt of the complaint, unless the client has already received a reply in the meantime.

Details of complaints are systematically transmitted to the Head of Compliance and Internal Control (RCCI) and the Head of the Legal Department.

CPR AM undertakes to respond to any client complaint, irrespective of its nature, within not more than two months after receipt. If, in special circumstances, the management company is not in a position to comply with this time limit, it shall inform the client of the reason for the delay.

Mediation of the Financial Markets Authority (AMF)

If all the means implemented by CPR AM have been activated and have failed to produce a solution, acceptable to the client, the latter may refer the matter to the AMF mediator:

AMF Mediator Financial Markets Authority
17 place de la Bourse

75082 PARIS CEDEX 02
FRANCE

A mediation application form can be downloaded online from the AMF's website
(www.amffrance.org).



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POUR LA
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