

Complaints handling policy

Background

In accordance with applicable regulation, Amundi Group has implemented internal arrangements and procedures to handle client complaints in an efficient, transparent and harmonized manner. This process applies to all clients whether not professional or professional one.

Definition of a complaint

A complaint is an expression of dissatisfaction made by a client either in writing or by any other traceable means, with respect to an investment service or any other service provided.

Complaints handling within Amundi Alternative Investments, SAS

Amundi Alternative Investments, SAS ("Amundi AI") undertakes to handle any complaint received from a client, according to the following principles:

- transparency towards the client
 - free access to the complaints' processing
 - objectivity
 - providing an answer within a reasonable timeframe regarding the complexity of the complaint.
- Amundi AI notifies each client who sent a complaint, of the time limit within which it undertakes to answer him (from 10 business days to 2 months, unless some special circumstances prevent it). If the complaint calls for a complex solution which delays the answer, Amundi AI swiftly informs the client and explains the reason of this delay.

The complaint must be sent by post or email to :

Amundi Alternative Investments - Client Servicing
90, boulevard Pasteur
75730 PARIS CEDEX 15
France

client-servicing-ai@amundi.com

Mediation at the French Autorité des Marchés Financiers

If a client is not fully satisfied with the answer given by Amundi AI, to its complaint, he can turn to a mediator. To exercise this right, he can contact the AMF Ombudsman, by sending a letter to :

The AMF Ombudsman
Autorité des Marchés Financiers
17, place de la Bourse
75082 PARIS CEDEX 02
France

A complaint form is also available on the AMF website (www.amf-france.org).