

COMPLAINTS HANDLING POLICY

Introduction

In accordance with applicable regulation, Amundi has implemented internal arrangements and procedures to treat client complaints in an efficient, transparent and harmonised manner. This process applies to all clients regardless of the category they fall into.

Definition of a complaint

A complaint is an expression of dissatisfaction made by a client either in writing or by any other traceable means, regarding the provision of an investment service.

Complaints handling within Amundi Group

Amundi Group undertakes to treat any complaint according to the following principles:

- Transparency with respect to the client,
- Free access to the complaints processing system,
- Objectivity,
- Appropriate response timeframe in light of the complexity of the complaint. For each complaint, the concerned entity of the Amundi Group will inform the client of the applicable deadlines according to local regulation (from 10 working days to a maximum of 2 months, save in duly justified circumstances). For complex cases where a longer response time is required, the customer will be notified promptly.

In their correspondence, clients must clearly indicate that they are making a complaint. The claim must be sent by post or email to the client's usual contact person, i.e. for example:

- The advisor at the bank branch where the customer holds an account, or
- The distributor where the unitholder's assets are held, or
- The sales representative at the management company in direct contact with the customer.

AMF Mediation

If a client is not satisfied with the provided response to his complaint, he may refer to the competent ombudsman. To do so, the client should send a letter to the AMF Ombudsman at the following address:

Médiateur de l'AMF
Autorité des marchés financiers
17 place de la Bourse
75082 PARIS CEDEX 02

Mediation request forms are available on the AMF website (www.amf-france.org).