

HANDLING AND MONITORING OF COMPLAINTS FROM CLIENTS

Procedure:	Handling and monitoring of complaints from clients
Date created:	17/08/2016
Author(s):	Company Secretary
Approver(s):	Executive Management
Recipients:	All Employees Chair and Chief Executive Officer

Versions and Amendments

Version	Date	Details of Amendments
V1	17/08/2016	Drafting
V2	28/09/2023	Minor updates

I. Foreword

EMZ Partners has drawn up and maintains an effective and transparent procedure on the reasonable and timely handling of complaints from its existing or potential clients and records each complaint and the measures taken to handle each complaint.

Complaints are handled free of charge *i.e.* no fees will be charged by EMZ Partners to process your complaint.

II. Main regulatory references

The main regulatory references applicable to the handling of complaints from clients are as follows:

REGULATORY REFERENCE	SUMMARY OF CONTENTS
Art. 26 Regulation (EU) 2017/565 - Guidelines of the Joint Committee on the Handling of Complaints (JC 2018 35)	The Management Company has a procedure in place for handling complaints sent by its clients or investors. The Management Company documents all stages of the complaints made by its clients or investors (from acknowledgement of receipt until closure of the complaint).
AMF Instruction on Handling Complaints - DOC-2012-07 (Reference text: Articles 313-8, 318-10, 322-71-1, 325-12-1 and 325-47 of the AMF's General Regulation)	The Management Company has a complaints handling policy as required by the AMF instruction.

III. Definition

A complaint is the expression of dissatisfaction to the Management Company by an investor client, their representative, or an intermediary, relating to the investment service provided to them (investment advice) or the subscription for any of the vehicles that are managed, to which a response must be provided and/or in respect of which action must be taken.

All requests for information, opinions, clarifications or services will be processed as soon as possible but are not considered to be complaints.

IV. Send a letter to emz partners

Complaints may be sent to EMZ Partners using the reference "Complaints":

- by post to the following address: 7 Rue Saint Florentin, 75008 Paris - France;
- by email to: karine.callec@emzpartners.com;
- or to your usual contact at the management company or the Head of Compliance and Internal Control (RCCI - Karine Callec).

For the complaint to be treated as official, you are advised to send it by recorded delivery letter.

V. Administration and follow-up of complaints

All complaints received by the Management Company are centrally handled by the Head of Compliance and Internal Control or, where applicable, by a person internal to the Management Company to whom they have delegated such work.

The Head of Compliance and Internal Control or, where applicable, their internal delegatee shall engage any experts needed to optimally resolve the complaint.

The Head of Compliance and Internal Control or, where applicable, their internal delegatee has the necessary experience and knowledge to provide a response to the complaint in a timely and reasonable manner.

Each complaint, just like each request for information, is documented. The complaints register is accessible on the Management Company's IT network at the following location:

3-Investors\3A1-Reporting\3A1a-Demande info investisseur et réclamations\Analyses Demandes et Réclamations\Analyse des demandes et réclamations investisseurs.xlsx

Regular monitoring is carried out (and at least once a year) to identify any malfunctions and implement appropriate corrective actions.

VI. Deadline

EMZ Partners will acknowledge receipt of your complaint within ten business days unless you are sent a response before this deadline.

A response to your complaint will be sent to you within two months of receipt of your complaint unless there are duly justified special circumstances.

In the event that we are unable to provide you with a response within this period, we will contact you to inform you of the reason for the delay and state how soon we will be able to respond to you.

VII. Language

Clients and unitholders or shareholders who are resident in another Member State of the European Union may make complaints in the official languages of the Member States in

which the Funds or investment vehicles managed by EMZ Partners are marketed or the investment services are provided.

VIII. Appeals

- If the response to the complaint does not satisfy the client, the client may appeal to the Ombudsman of the *Autorité des Marchés Financiers* (AMF) by filling out the **request for mediation form**. The **mediation charter** is also available on the AMF'S website.

- Or by post:
Marielle Cohen-Branche
AMF Mediator
Autorité des marchés financiers
17 Place de la Bourse, 75082 Paris Cedex 02 - France