HANDLING AND MONITORING OF COMPLAINTS FROM CLIENTS

Procedure:	**Handling and monitoring of complaints from clients**
Creation date:	**17/08/2016**
Author(s):	**RCCI**
Approver(s):	**Executive Management**
Recipients:	**All Employees** **Chair and Chief Executive Officer**

Versions and Modifications

Version	Date	Modifications Detail
V1	17/08/2016	Redaction
V2	28/09/2023	Minor updates
V3	08/12/2025	Regulatory, organisational and operational updates

I. Foreword

EMZ Partners establishes and maintains an effective and transparent procedure for the reasonable and prompt handling of complaints from its existing or potential clients, and records each complaint and the measures taken to handle each complaint.

The handling of complaints is free of charge; EMZ Partners will not charge any fee for handling a complaint.

II. Main regulatory references

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

REGULATORY REFERENCE	SUMMARY OF CONTENTS
Article 26 of Regulation (EU) 2017/565 – *Joint Committee* Guidance on the handling of complaints (JC 2018 35)	The portfolio management company has established a procedure for handling complaints from its clients or investors. The portfolio management company documents all stages of complaints from its clients or investors (from acknowledgement of receipt to closure of the complaint).
Articles 318-10 and 318-10-1 of the AMF General Regulation DOC-2012-07 – AMF Instruction on the handling of complaints	The portfolio management company has a complaints handling policy that complies with AMF instructions.

III. Definition

A complaint is a statement expressing customer dissatisfaction with the portfolio management company, regardless of the contact person to whom it is addressed. It may be made by any person with an interest in taking action, even if they have no contractual relationship with the professional.

Any request for information, advice, clarification, service or provision will be dealt with as quickly as possible but is not considered a complaint.

IV. Send a letter to EMZ Partners

Complaints may be sent to EMZ Partners with the subject line 'Complaints':

- by post to the following adress:
  7 Rue Saint Florentin, 75008 Paris - France ;
- by email to the following adress:
  clientrequests@emzpartners.com ;
- or to your usual contact person within the management company or to the Legal and Compliance Officer.

In order to retain proof of the complaint, it is recommended that you send it by registered post with acknowledgement of receipt.

V. Handling and monitoring of complaints

All complaints received by the management company are centralised by the Funds Operations team. If members of the team receive individual requests or complaints from investors, they forward them to this address.

Requests received at this address are recorded in a tracking table.

If the request falls within the competence of the Legal and Compliance Officer, the Funds Operations team contacts her in order to respond to the request.

The response to the complaint is clear, appropriate to the case and well-argued.

Complaints and subsequent corrective actions are recorded in the aforementioned tracking table.

Regular monitoring is carried out to identify any malfunctions and implement appropriate corrective actions, and is reported annually to Executive Management.

VI. Delays

EMZ Partners will acknowledge receipt of your complaint within a maximum of ten working days and will send you a link to this customer complaint handling policy.

A response to your complaint will be provided within a maximum of two months from the date of submission, except in duly justified special circumstances.

In any event, the response times applied are consistent with the subject matter of the complaint.

In the event that we are unable to respond within this time frame, we will contact you to inform you of the reason for the delay and let you know when we will be able to respond.

VII. Language

Clients and shareholders residing in another Member State of the European Union may submit their complaints in the official languages of the Member States in which the Funds or investment structures managed by EMZ Partners are marketed or investment services are provided.

VIII. Remedies

If the customer is not satisfied with the response to the complaint, they may appeal to the Mediator of the *Autorité des Marchés Financiers* (AMF):

- by completing the **mediation request** form available at the following address: https://www.amf-france.org/en/amf-ombudsman/mediation-file/request-mediation;
- or by post to
  Mme Marielle Cohen-Branche
  Médiateur de l'AMF
  Autorité des marchés financiers
  17 Place de la Bourse, 75082 Paris Cedex 02

The mediation charter is also available on the AMF website, at the following address: https://www.amf-france.org/en/amf-ombudsman/mediation-file/request-mediation.