

PROCESSING OF COMPLAINTS

I. Reception of complaints

A complaint is a declaration made by a customer or a CIU holder setting out his or her dissatisfaction with the management company. A request for information, advice, clarification or a service is not a complaint.

The company can receive this complaint by letter, internet (email), or telephone.

AMIRAL GESTION
Service commercial
103 rue de Grenelle
75007 Paris
France

T. +33 (0)1 47 20 78 18

contact@amiralgestion.com

In all cases, the person who is informed of the complaint notes its contents on paper and records the complaint details in the complaints register.

A copy of the complaint is forwarded to Amiral Gestion's Head of Compliance and Internal Control (RCCI).

II. Responses

Amiral Gestion undertakes to reply to any request for information and any complaint within a reasonable timeframe:

- A maximum of ten business days following receipt to acknowledge reception of the complaint (or request), unless the answer itself is provided within this period;
 - A maximum of two months between the date when the complaint (or request) is received and the date when the response is sent to the customer, unless duly justified special circumstances arise.
- The Company keeps a copy of the original letter and the response sent.

I. Mediation

Customers are informed that, in addition to the usual legal channels, they can turn to the AMF mediation:

Update : August 2018

Médiateur de l'AMF
Autorité des Marchés Financiers
17, place de la Bourse
75082 PARIS CEDEX 02
France

<https://www.amf-france.org/Le-mediateur-de-l-AMF/Presentation>

Should internal mediation be unsuccessful, and to avoid legal proceedings, disputes can be referred to the AMF mediation service.

The AMF ombudsman is competent for all disputes concerning a financial instrument, investment service or, more generally, a matter falling within the jurisdiction of the AMF.

The mediation service is free of charge. In principle, mediation lasts 3 months from the time when all useful evidence has been supplied.

The customer's decision to contact the ombudsman is definitive. It suspends the statute of limitations for civil and administrative proceedings.

Both parties retain the right to submit the dispute to the courts at any time This submission will terminate the intervention of the Ombudsman.

Update : August 2018