

COMPLAINTS HANDLING POLICY

The Complaints Handling Policy describes the methods for reporting and processing complaints within Extendam in accordance with the principles set out in Articles 318-10 and 318-10-1 of AMF Instruction – Complaint Handling – DOC-2012-07.

A complaint is a statement by a Client officially recording its dissatisfaction with Extendam or with an investment service provided by Extendam.

A request for information or an opinion or to clarify a product or service is not a complaint.

1. Referral of the matter to Extendam

Complaints can be sent at any time and by any means, by post, e-mail or through the website, to the following addresses:

By post:

Extendam
Service Client
79 rue La Boétie
75008 Paris, France
<https://extendam.com>

By phone: +33 (0)1 53 96 52 50
By fax: +33 (0)1 53 96 52 51
By e-mail: serviceclients@extendam.com

2. Cost

We will process your complaint free of charge meaning that no costs will be incurred on your behalf with respect to said processing.

3. Processing time

Once we receive your complaint, we will:

- acknowledge receipt of your complaint within a maximum of ten working days (unless the actual response to the complaint is sent within this time);
- respond to your complaint within a maximum of two months, except in duly justified special circumstances occurring between the date of receipt of your complaint and the date that we send our response.

4. Referral of the matter to the AMF Ombudsman

If you are not satisfied with our response, you can refer the matter to the AMF Ombudsman

- by post to the following address:

Médiateur de l'AMF
Autorité des marchés financiers
17 place de la Bourse
75082 Paris Cedex 02, France

- or directly through the AMF's website by filling in the form available at: <https://www.amf-france.org/en/amf-ombudsman/mediation-file/request-mediation>

We hereby inform you that the AMF's Ombudsman has no jurisdiction in the areas of taxation, life insurance or banking (savings passbooks, term deposits, home savings plans, loans). Furthermore, it does not advise on individual investment opportunities or on whether a financial intermediary has made an appropriate choice.

Pursuant to Article L. 612-2 of the French Consumer Code, the Ombudsman is not authorised to intervene when:

- the consumer has no proof that he or she first attempted to resolve the issue directly with the professional by means of a written complaint in accordance with the methods provided for, where applicable, in the contract;
- the request is manifestly unfounded or abusive;
- the dispute is in the process of being examined by another Ombudsman or by a court;
- the consumer submitted his or her request to the Ombudsman more than one year after filing a written claim with the professional;
- the dispute does not fall within the Ombudsman's scope of competence.