



Eurazeo Infrastructure Partners

Customer complaints handling


Author	
Validator	Laurent Chatelin
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I. Definition and Scope :

1. Definition

A complaint is a statement from a client or investor expressing their dissatisfaction with regards to the services provided to them by EIP.

For example, without limitation, where somebody expresses:

- Having suffered some prejudice because of the management company, or one of its business partners,
- Having suffered quality of service failure,
- Having experienced a discrepancy or a gap between information that was provided at the time of the marketing of a fund and the service provided thereafter.

A request for information, opinion, clarification, service or performance is not deemed as a complaint and are therefore excluded from the present procedure.

2. Scope

According to the AMF, the following provisions apply to management companies in the case of customer complaints handling:

- The management company shall establish and maintain an effective and transparent procedure for the timely and reasonable handling of complaints,
- The management company shall respond to the complaint within a maximum of two months as of the date of the receipt of the said complaint, except duly justified special circumstances,
- The management company shall implement a process enabling fair and consistent handling of complaints. Necessary resources and expertise shall be mobilised,
- The management company shall record each complaint and the measures taken to handle it. It shall also implement a complaint monitoring process enabling, among other thing, to identify problems and implement appropriate corrective measures,
- The complaint handling procedure shall be proportionate to the size and structure of the management company.

On that basis, EIP shall take the necessary steps to ensure that the information disclosed to potential clients on its activities is fair, clear and not misleading. EIP shall guarantee, through this procedure, the proper handling of complaints originating from its clients or prospects.

In any case, EIP shall provide this procedure to any client or investor who may request it, as well as relevant contact details.

II. Roles and Responsibilities

Role	Description and responsibility
Staff member	- Inform the Managing Directors and the RCCI when receiving a complaint

RCCI	<ul style="list-style-type: none">- Collect the client complaints- Confirm receipt of the complaint within 10 business days- Answer to the client within 2 months in coordination with the Managing Directors- Register the complaint in the client complaints register- Monitor the complaint until closed- Archive documents relating to the complaint
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III. Process

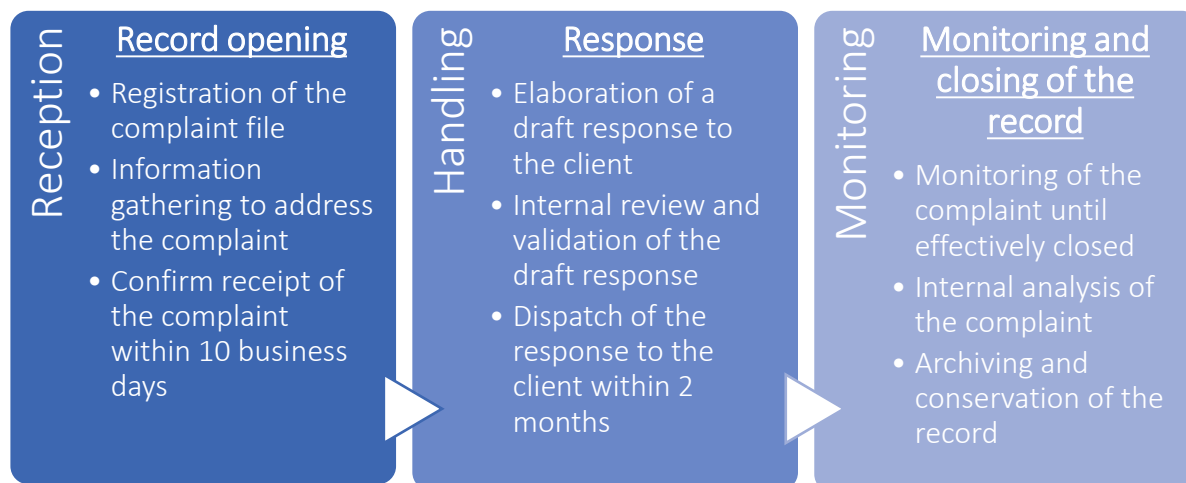
A client or investor intending to make a complaint shall send EIP a letter at the following address:

Eurazeo Infrastructure Partners
2 rue de Thann
75017 Paris
France

The client or investor is requested to provide his/her contact details (postal address, e-mail address, phone number).

IV. Complaint handling

EIP has identified three steps when handling client complaints: reception, handling and monitoring:



1. Reception

The person receiving a written complaint should as soon as possible summarize the object of the complaint and inform the Managing Directors and the RCCI.

The RCCI oversees registering the complaint in the complaint register (*see Appendix 1 – Customer Complaints Register*) and opening a dedicated file.

If the complaint is not handled immediately, EIP has to send a letter confirming the receipt of the complaint to the client or investor **within 10 business days** from the date of receipt of the complaint. Through this letter, EIP informs its investor that his/her complaint is being properly handled and provide the clients with information on EIP complaints handling policy and relevant contact details.

If EIP intends to respond within 10 business days, it is not necessary to confirm receipt of the complaint.

2. Handling

The RCCI shall handle customer complaints and draft a response. The response shall contain clear and explicit explanations with regards to the client's dissatisfaction. The draft response shall be reviewed and validated by a Managing Director.

If the incident is the result of an error made by a service provider, the RCCI shall draft a letter to the concerned service provider.

The RCCI in coordination with the Managing Partners shall also engage in responding to the client complaint within **2 months**, except if special circumstances duly justify a later response.

The response letter shall be sent to the client via regular mail or email, or registered mail depending on the seriousness of the matter.

3. Monitoring

The monitoring of the complaint shall be dealt with by the RCCI. The aim of monitoring is to ensure that the complaint is properly addressed and that the responses are sent in a timely manner.

Through this monitoring, EIP can identify breaches in its complaint handling process, and to define appropriate corrective actions to address and correct these issues.

All elements (copy of the response letter and any other document) in relation with the complaint should be kept during the duration of the relationship with the client, and during an additional 5-year period after the end of the relationship.

V. AMF Ombudsman

EIP does not have an internal mediation service, given its size. Therefore, if EIP rejects the complaint or if the client is unhappy with EIP's response, the AMF ombudsman's office can be contacted to resolve the matter amicably and to avoid litigation.

EIP is required to mention in its written response the right for the client to contact the AMF ombudsman's office, including its address:

Autorité des Marchés Financiers
Marielle Cohen-Branche
Médiateur de l'AMF
17 Place de la Bourse
75082 Paris Cedex 02
France

The request form as well as the mediation charter can be found on the AMF's website through the following link: "[Mediation Request Form](#)".

Appendix 1 : Customer Complaints Register Template

CUSTOMER COMPLAINTS REGISTER										
N° of complaint	Client Name	Registration Date	Subject / unsatisfaction	Description	Acknowledgment of receipt date	Summary of response	Date of validation	Date of response	Record closing	
									Yes	No
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										
11										
12										
13										
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