



POLICY FOR HANDLING CLIENTS' COMPLAINTS

Procedure approved on 05/19/2020

According to the regulation, Idinvest Partners has a procedure for handling client's complaint in a quickly and effective way.

1- COMPLAINT'S ACKNOWLEDGMENT

A client who is dissatisfied can send a complaint to Idinvest Partners by email if he has a contact in the company or by registered letter with acknowledgment of receipt to the following address :

Eurazeo Investment Manager
Service Operations & Client Servicing
117 avenue des Champs Elysées
75008 Paris

2- PROCESSING TIME

The client's complaint will be handled as soon as possible : Idinvest Partners will acknowledge it within ten days. In any case, the client will receive a reply within 2 months from the date of receipt of the complaint.

3 – AMF MEDIATION

If the answer provided is not satisfying, the client can also contact the french regulator « Autorité des Marchés Financiers » :

Mme Marielle COHEN-BRANCHE
Médiateur de l'AMF Autorité des marchés financiers
17, Place de la Bourse
75082 PARIS Cédex 02