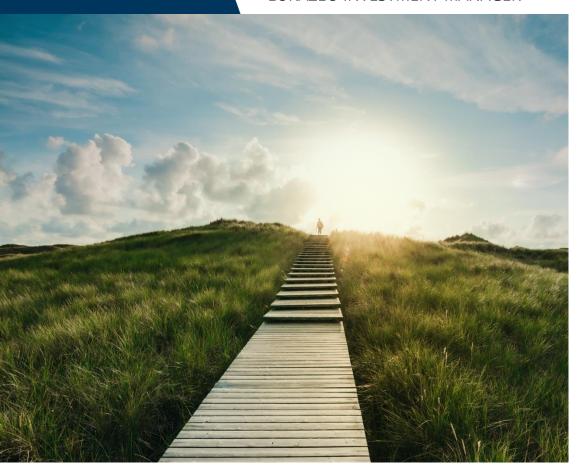
**EURAZEO** 

**EURAZEO INVESTMENT MANAGER** 



# POLICY FOR HANDLING CLIENTS' COMPLAINTS



Procedure approved on 10/05/2022

According to the regulation, Eurazeo Investment Manager 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 (free of charge) to Eurazeo Investment Manager 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: Eurazeo Investment Manager 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

## 4 - THE ONLINE DISPUTE RESOLUTION PLATFORM

In the event of an online subscription agreement, the client may, as a consumer, use the European Commission's online dispute settlement platform using the following link: http://ec.europa.eu/consumers/ord/.

The contact address at Eurazeo Investment Manager is: <a href="mailto:pcs@eurazeo.com">pcs@eurazeo.com</a>.