



## **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: [pcs@eurazeo.com](mailto:pcs@eurazeo.com).