



## POLICY FOR HANDLING CLIENTS' COMPLAINTS

Procedure approved on: 31/12/2023  
Procedure updated on: 27/12/2024

In accordance with the applicable regulations, Eurazeo Global Investor has implemented an operational procedure to ensure the prompt and efficient handling of complaints submitted by its clients.

## 1- RECEIVING A COMPLAINT

A dissatisfied client may submit a complaint free of charge to Eurazeo Global Investor, either by email, if they have a regular contact within the company, or by registered letter with acknowledgment of receipt sent to the following address:

Eurazeo Global Investor  
Service Operations & Client Servicing  
66 rue Pierre Charron  
75008 Paris

## 2- COMPLAINT HANDLING TIMEFRAME

Complaints are handled as quickly as possible.

Eurazeo Global Investor acknowledges receipt of the complaint within ten business days from the date the complaint is sent.

In all cases, the client will receive a response letter within a maximum period of two months from the date the complaint is sent.

## 3 - AMF MEDIATION

If the client is not satisfied with the response to their complaint, they may contact the mediator of the Autorité des Marchés Financiers (AMF) free of charge:

- Preferably via the online form available on the AMF website: <https://www.amf-france.org/fr/le-mediateur-de-lamf/votre-dossier-demeditation/vous-voulez-deposer-une-demande-de-mediation>
- Or by postal mail at the following address: 17 place de la Bourse, 75082 Paris Cedex 2

## 4 - ONLINE DISPUTE RESOLUTION PLATFORM

In the case of an online subscription contract, the client, as a consumer, may use the European Commission's Online Dispute Resolution (ODR) platform by following this link: <https://ec.europa.eu/consumers/odr/>.

The contact email address at Eurazeo Global Investor is: [particuliers@eurazeo.com](mailto:particuliers@eurazeo.com).