

COMPLAINTS MANAGEMENT POLICY

General terms

Palatine Asset Management has put in place a customer complaints management system designed to process customer complaints effectively, transparently and in a harmonised manner, in accordance with applicable regulations.

This system applies to all customers irrespective of their category.

Definition of a complaint

A complaint is defined as a written document or statement received by any traceable means recording a customer's dissatisfaction. A request for information, advice or clarification is not a complaint and is a matter for the Marketing Department.

Handling of complaints

Palatine Asset Management undertakes to process any complaint from a customer according to the following principles:

- Transparency towards the customer,
 - Free access to the complaints handling system,
 - Objectivity,
 - Time limit for processing the appropriate response according to the complexity of the complaint. For each complaint, Palatine Asset Management will communicate to the customer the time limit within which it undertakes to provide a response (from 10 business days to a maximum of 2 months except under specific circumstances that are duly justified).
- In the event of a complex resolution that results in this delay being exceeded, the customer will be promptly informed.

Any complaints, which must be sent by mail or e mail, should be addressed to the Head of Compliance: Ms Pascale Philippe, email pascale.philippe@palatine.fr or PAM - 68, rue du Faubourg St Honoré - 75008 Paris, France.

Referral to the Ombudsman of the Autorité des Marchés Financiers

If a customer is dissatisfied with the response to their complaint, they may contact the AMF Ombudsman by post at the following address:

Médiateur de l'AMF
Autorité des Marchés Financiers
17 Place de la Bourse
75082 Paris Cedex 02, France

Or using the electronic mediation request form on the AMF's website
www.amf-france.org/le-médiateur

Any complaint addressed to the AMF Ombudsman must have been preceded by an initial written request to Palatine Asset Management that was fully or partially rejected.