



## COMPLAINTS HANDLING POLICY

### Document log

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## I. Introduction

In accordance with articles 318-10 and 318-10-1 of the AMF general regulation, and AMF instruction n°2012-07, Meridiam SAS has set up a complaints handling procedure in order to ensure that complaints are properly handled and promptly resolved in the interest of each investor. This process applies to all of Meridiam investors which are only composed of professional investors.

## II. Definition

A complaint is an expression of dissatisfaction formalized by an investor with a product or service provided or offered by Meridiam SAS. Therefore, requests for information, advice, clarification, service or performance are not considered as complaints. Complaint notification to Meridiam should clearly indicate that it is actually a complaint.

A complaint has to be submitted by the investor in writing, by mail or email.

## III. Complaint acceptance conditions

Any complaint must be sent:

By mail to the usual Meridiam SAS' contact of the investor, at the following address:

Meridiam SAS  
4, place de l'Opéra  
75002 Paris, France

By email to : [investorCH@meridiam.com](mailto:investorCH@meridiam.com)

## IV. Complaints handling within Meridiam SAS

Meridiam SAS undertakes to treat any complaints according to the following principles:

- transparency towards the client,
- free access to the claims processing,
- objectivity,
- providing an answer in a reasonable timeframe.

## V. External resort

If all means put in place by Meridiam SAS in the resolution of a complaint do not reach an acceptable solution for the investor, the investor can contact the AMF mediator at the following address:

Médiateur de l'AMF

Autorité des Marchés Financiers

17, place de la Bourse

75082 PARIS CEDEX 02

A application form for mediation is also available on the website of the AMF ([www.amf-france.org](http://www.amf-france.org)).

#### **VI. Claim processing time (outside of the AMF mediation service)**

An acknowledgment is sent by Meridiam SAS within ten business days of receipt of the complaint unless the answer has already been provided to the client in the meantime.

Meridiam SAS is committed to provide a response to any complaint from an investor, regardless nature, within two months from its receipt. If, upon the occurrence of special circumstances, Meridiam SAS is not able to meet that deadline, it informs the client of the reason for the delay.

## Appendix

### **Article 318-10 (general regulation of AMF)**

The asset management company shall establish and maintain operational an effective and transparent procedure for reasonable and prompt handling of complaints received from:

1. All holders of units or shares in AIFs, when no investment service is provided to them upon subscription;
2. Holders of units or shares in AIFs, from non-professional clients when an investment service is provided to them by the asset management company upon subscription.

The persons referred to in 1 and 2 may file complaints free of charge with the asset management company.

The asset management company shall respond to the complaint within a maximum of two months as of the date of receipt of the said complaint, except in duly justified special circumstances.

They shall implement a system enabling fair and consistent handling of complaints from the persons referred to in 1 and 2. This system shall be allocated the necessary resources and expertise.

It shall record each complaint and the measures taken to handle it. It shall also implement a complaint monitoring system enabling it, among other things, to identify problems and implement appropriate corrective measures.

Information on the complaint handling procedure shall be made available free of charge to the persons referred to in 1 and 2.

The complaint handling procedure shall be proportionate to the size and structure of the asset management company.

An AMF instruction shall set out the terms of application of this Article.

### **Article 318-10-1 (general regulation of AMF)**

The asset management company shall take measures in accordance with Article 411-138 and establish appropriate procedures and arrangements to ensure that it deals properly with complaints from AIF unit or shareholders and that there are no restrictions on these persons exercising their rights if they reside in another European Union Member State. These measures shall allow AIF unit or shareholders to send a complaint in the official language or one of the official languages of the Member State in which the AIF is marketed and to receive a response in the same language.

The asset management company shall also establish appropriate procedures and arrangements to supply information, at the request of the public.

These provisions shall apply if no investment service is provided upon subscription.