

Claims Management Policy

Compliance manual

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1. Purpose and scope

1.1 Purpose

This document presents the 'Claims Management Policy' of Meridiam SAS (Meridiam or the Management Company). The purpose of this policy is to describe the process available for investors to submit a complaint and to describe deadlines, processing methods and commitments of Meridiam in that respect.

1.2 Scope

This policy applies to all Meridiam's employees and to the employees of Meridiam affiliates when they directly participate to the execution of the activities described herein to the extent compatible with applicable laws. It covers claims from all Meridiam's investors.

2. Context and regulatory requirements

Meridiam is a long-term global investor and asset manager specializing in infrastructure and energy investments.

As a regulated alternative investment fund manager (AIFM), Meridiam has set up and adheres to an operational procedure in order to ensure that complaints are handled properly and resolved promptly in the interest of each investor. This process applies to all of its investors, only composed of professional investors. The policy is reviewed annually and is available on the Meridiam's website or upon request.

The policy has been written in accordance with the following regulations requirements:

Texts	Articles / References
General Regulation of the AMF	Article 318-10, 318-10-1
AMF Instruction	DOC-2012-07

3. Policy description

3.1 Definition

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

The complaint has to be submitted by the investor in writing, by mail or email in accordance with the process set forth herein.



3.2 Complaint acceptance conditions

The complaint must be sent:

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

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

- By email to: investorCH@meridiam.com

3.3 Complaints handling within Meridiam

Upon reception of the complaint, Meridiam proceeds with the treatment of the complaint on the basis of the following principles:

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

An acknowledgment of receipt is sent by Meridiam within ten business days from the receipt of the complaint.

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

3.4 External recourse

If all means put in place by Meridiam in the resolution of the complaint in accordance with the above have not allowed to reach an acceptable solution for the investor, such investor may contact, free of charge, the Ombudsman of the AMF at the following address:

Médiateur de l'AMF
Autorité des Marchés Financiers
17, place de la Bourse
75082 PARIS CEDEX 02

The application form for mediation with the AMF and the mediation charter are available on the website of the AMF (www.amf-france.org).