



## **Handling complaints policy**

In accordance with article 318-10 of the AMF's general regulations, Demeter has established the following procedure for handling complaints from its investors.

Demeter also applies the provisions of AMF Instruction DOC-2012-07.

### **1. What is a complaint ?**

A claim is any written or verbal dissatisfaction expressed by a subscriber in relation to the management company or the fund it manages.

### **2. Qui contacter en matière de réclamation ?**

All requests for complaints should be sent by post or e-mail to:

*Demeter Investment Managers*

*Attn : the Head of Compliance*

*7-9 rue La Boétie*

*75008 Paris*

The e-mail address of Demeter's Head of Compliance and Internal Control is available on request from: [contact@demeter-im.com](mailto:contact@demeter-im.com)

### **3. Key elements of Demeter's complaints handling procedures**

Demeter points out that the claims handling procedure is completely free of charge.

Any investor may therefore submit a complaint to Demeter free of charge.

Demeter treats complaints fairly, in the best interests of the investors of the AIF it manages. Demeter deals with all complaints from its investors whether they are made in French or in an official language of another European Union country where one of its Fund is marketed.

Demeter ensures that claims are handled by competent personnel who have the resources, knowledge and experience to do so.

Any response to a complaint is made by Demeter in writing and is subject to validation by Demeter's Head of Compliance and Internal Control.

#### **4. Processing and response times**

As soon as Demeter receives the claim, it registers it and informs the investor that it has received the claim within ten days of sending the claim.

The acknowledgement of receipt also mentions the possibility for the subscriber, in the event of an unsatisfactory response from Demeter or no response from Demeter, to refer the matter to the AMF Ombudsman. The acknowledgement of receipt also includes the contact details of the person in charge of handling the claim, whom the subscriber may contact with any questions.

A response to the claim is provided within a maximum of two months, except in special circumstances, from the time the request is sent.

Claims processing is free of charge.

Finally, the reply letter gives the contact details of the AMF Ombudsman, who can be contacted free of charge in the second instance, if Demeter's response is unsatisfactory:

***Médiateur de l'AMF***

***17 place de la Bourse***

***75082 Paris Cedex 2***

Or by electronic means: [http://www.amf-france.org/le\\_mediateur](http://www.amf-france.org/le_mediateur)

Link to the AMF Ombudsman Charter: <https://www.amf-france.org/fr/le-mediateur-de-lamf/le-mediateur-mode-demploi/quelles-regles-encadrent-la-mediation>

Link to the AMF mediation request: <https://www.amf-france.org/fr/le-mediateur-de-lamf/votre-dossier-de-mediation/vous-voulez-deposer-une-demande-de-mediation>

If you decide to contact the AMF Ombudsman, which is free of charge, your choice is final.

*La société de gestion tient à la disposition de toute personne qui en fait la demande, sa politique de traitement des réclamations dans son intégralité.*