

RECOVERY MANAGEMENT POLICY

General

PALATINE Asset Management has put in place a customer complaints management system to deal with customer complaints in an efficient, transparent and harmonised manner, in accordance with applicable regulations.

This system applies to all customers regardless of their category.

Definition of the claim

A claim is defined as a written or received statement by any traceable means that accompanies the dissatisfaction of a customer. A request for information, advice or clarification is not a claim and is the responsibility of the Marketing Department.

Processing of claims

PALATINE Asset Management undertakes to process any complaints from a customer according to the following principles:

- Transparency towards the customer,
- Free access to the complaint handling system,
- Objectivity,
- Time to process the appropriate response to the complexity of the claim. For each claim, Palatine Asset Management will communicate to the customer the time within which it undertakes to provide a response (from 10 business days to a maximum of 2 months from the date of dispatch of the customer's claim unless special circumstances duly justified). In the event of a complex resolution resulting in this deadline being exceeded, the customer will be promptly informed.

For any claim, which must be sent by post or email, the request should be sent to the Compliance Officer: Ms Pascale PHILIPPE, email pascale.philippe@palatine.fr or PALATINE ASSET MANAGEMENT - TSA 60140 - 93736 Bobigny cedex 9.

Referral to the Amf Ombudsman

If a customer is not satisfied with the response to his complaint, he can contact the AMF mediator by mail at the following address:

AMF Ombudsman
Autorité des Marchés Financiers
17, place de la Bourse
75082 PARIS CEDEX 02

Or by electronic mediation application form on the AMF website www.amf-france.org/fr/le-mediateur

Any complaint addressed to the AMF mediator must have been preceded by a first written procedure that has been totally or partially rejected by Palatine Asset Management.