



# Claims and complaints processing Policy

iM Global Partner SAS  
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INTERNAL

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# 1. Object

In accordance with Article 321-40 et 321-41 of the General Regulations of the Autorité des Marchés Financiers, this document presents the approach adopted by iM Global Partner (including its branches) for the processing of claims.

This document is made available on [www.imgp.com](http://www.imgp.com)

The data relating to claims and complaints shall be archived within two months of the closure of the processing and kept for a maximum period of 5 years.

iM Global Partner Asset Management S.A. (Luxembourg entity) and iM Global Partner UK (UK entity) have specific policies also available on [www.imgp.com](http://www.imgp.com).

# 2. Claims and complaints processing setup

Claims and complaints may be made by clients to whom an investment service has been provided and holders of UCIs managed or distributed by iM Global Partner in writing or email. They are received by the Compliance team of iM Global Partner.

The Compliance Officer is immediately informed of the claim and involved in its processing.

A treatment without delay by the person or the service which received it is initiated. This service or person has 10 business days from receipt to send an acknowledgment to the claimant with the support of the Compliance Officer.

A response is sent to the claimant within 1 months of receipt of the claim by iM Global Partner, in the language in which the claim was made (provided that it is an official language of a State in which the relevant fund has been marketed).

A regular report including the list of claims being processed and past claims made to iM Global Partner as well as the tracking of responses and deadlines is made to management.

# 3. Investor information

Any complaint can be addressed to your usual contact within iM Global Partner or to the Compliance Officer at the following address:

iM Global Partner  
RCCI  
5 Rue Royale  
75008 Paris - FRANCE

Or e-mail : [compliance@imgp.com](mailto:compliance@imgp.com)

Holders are also informed about the possibility of applying to the AMF mediator for free in the event of dissatisfaction with the response to their complaint by using the electronic form available on the AMF website

<https://www.amf-france.org/en/amf-ombudsman/mediation-file/request-mediation>

or by mail to the following address:

Le médiateur de l'AMF  
17 place de la Bourse  
75082 Paris Cedex 2 - FRANCE