



# Claims and complaints processing Policy

iM Global Partner SAS

November 3, 2022

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| Next update        | : | 2023                                   |
| Scope              | : | iM Global Partner SAS                  |

# 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., iM Global Partner UK, iM Global Partner Italy, iM Global Partner Spain, iM Global Partner Germany, iM Global Partner Switzerland have specific policies also available on [www.imgp.com](http://www.imgp.com).

# 2. Claims and complaints processing setup

A claim and/or a complaint is any expression of dissatisfaction in relation to the provision of a service or failure to provide a service to the Company in order to recognize a right or redress a prejudice apart from usual business dealings such as contract negotiations.

The claim/complaint shall be supported by a statement of the complainant of the reasons on which it is based together with, inter alia, the following information/documents:

- a document showing the proper authority of the person formulating the claim/complaint, in case such person is distinct from the complainant and is acting on its behalf,
- a detailed and chronological statement of the facts underlying the claim/complaint, including any relevant document(s) and/or correspondence (if any);
- any other detail(s) of relevance regarding the complaint.
- a copy of a valid identification document of the complainant (natural person) or, where the complainant is a legal person, of the natural person representing this legal person.

The Compliance Department 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.

The complainant may be requested by the Company to provide further necessary information. In order to respond to the claim, the Company will make all necessary investigations and collect all relevant evidence and information on each complaint.

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 Department at the following address:

iM Global Partner  
RCCI  
5 Rue Royale  
75008 Paris - FRANCE

Or e-mail: [eucompliance@imgp.com](mailto:eucompliance@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-meditation>

or by mail to the following address:

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

## 4. Annex I: Register of complaints

| Date of receipt of the complaint | Name of the client | Reason for complaint | Malfunction identified | Response to the client | Date of validation of the response by the management and the RCSI | Date of dispatch of the acknowledgment of receipt | Contact date With the mediator |
|----------------------------------|--------------------|----------------------|------------------------|------------------------|---|---|--------------------------------|
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