

In compliance with current regulations, Idinvest Partners has put in place an operating procedure to enable clients' complaints to be processed in a quick and efficient manner.

## **1- Receiving the complaint**

Unsatisfied clients may send a complaint to Idinvest Partners, either by email if they are in regular contact with somebody at the company, or by registered letter with return receipt requested to the following address:

Idinvest Partners  
Service Operations & Client Servicing  
117 avenue des Champs Elysées  
75008 Paris

## **2- Processing times for complaints**

Complaints are processed at the earliest possible opportunity.

Idinvest Partners will acknowledge receipt to the client within ten days.

In any event, the client will receive a written response no later than two months after receipt of the complaint.

## **3 - Mediation by the AMF (Autorité des marchés financiers)**

If the client finds the response provided to be unsatisfactory, he/she can also appeal to the mediator of the Autorité des marchés financiers:

Mme Marielle COHEN-BRANCHE  
Médiateur de l'AMF  
Autorité des marchés financiers  
17, Place de la Bourse  
75082 PARIS Cédex 02