



**COMPLAINT HANDLING
PROCEDURE:
CONTACTS**

Complaint Handling Procedure

This information is prepared in accordance with Article 313.8 of the AMF (Autorité des Marchés Financiers) General Regulation and AMF Instruction No. 2012-07. It is intended to inform MERIEUX EQUITY PARTNERS' clients about the complaints handling procedure applicable as of 1 September 2012.

Only statements of the client's dissatisfaction with the professional are concerned, excluding requests for information, advice, clarification, or service.

Person in charge of handling complaints at MERIEUX EQUITY PARTNERS:

Ms Christine DEMODE (Compliance and Internal Control Officer)

Possible methods of referral to the person in charge of handling complaints within MERIEUX EQUITY PARTNERS:

By post: Mérieux Equity Partners
For the attention of Christine Demode
3 rue Marcel Gabriel Rivière,
69002 Lyon, France

By telephone: +33 (0)4.81.69.55.80

By email: marion.gartner@merieux-partners.com

To ensure that the complaint has reached us, we recommend that you request an acknowledgement of receipt when writing to us.

Processing times for statements:

MERIEUX EQUITY PARTNERS undertakes to send the customer an acknowledgement of receipt within 10 working days from receipt of said claim, unless the response itself is provided to the customer within this period. From the date of this acknowledgement of receipt, the matter will be processed and the reply will be sent to the customer within a period not exceeding two months, unless special circumstances arise and are duly justified. (Doc 2012-07)

Appeals:

If you are not satisfied with the outcome of your complaint, you can contact the Autorité des Marchés Financiers' Ombudsman by filling in the [mediation request form](#). The [Mediation Charter](#) is also available on the AMF's website.

Contact the Ombudsman by post:

AMF
Ms Marielle COHEN-BRANCHE
AMF Ombudsman
17, place de la bourse
75082 Paris, Cedex 02, France
Fax: +33 (0)1.53.45.59.60

The procedures are confidential, free-of-charge, adversarial and non-binding. Either party may terminate it at any time and will retain the right to go to court.

However, before referring the matter to the ombudsman or the ACPR, the client must first contact the person in charge of complaints within MERIEUX EQUITY PARTNERS.