

Complaints Handling System

1. Object

In accordance with Article 321-40 of the General Regulation of the Financial Markets Authority, this document presents the approach adopted by Ixios Asset Management in the context of handling complaints.

2. Complaints handling system

Ixios Asset Management has established a complaint handling system for all unit-linked fund holders it manages and portfolio management clients. The key points of this system are as follows:

- i. handling of complaints addressed to Ixios Asset Management at the level of the department concerned by the complaint.
- ii. This department will process complaints addressed to it without delay, with an acknowledgement of receipt no later than 10 working days following sending and a response within two months.
- iii. an implication of the compliance function.
- iv. regular reporting to the governing bodies of all complaints addressed to Ixios Asset Management.

The processing mechanism is open to any person with a legitimate interest in taking action, including in the absence of a contractual relationship with Ixios Asset Management.

The processing times apply from the date of sending the written complaint, the postmark serving as proof for complaints sent by mail.

3. Investor information

Any complaint can be addressed to the Compliance and Internal Control Officer of Ixios Asset Management at the following address:

Ixios Asset Management
RCCI
8, rue d'Aboukir
75002 Paris
Email: compliance@ixios-am.com

4. Investor information

If you are not satisfied with the response to your complaint, you have the option of appealing to the Ombudsman of the Autorité de Marchés Financiers:

Médiateur de l'AMF
Autorité des Marchés Financiers
17, Place de la Bourse
75082 Paris Cedex 02

The mediation request form with the AMF and the mediation charter are accessible from the AMF website <https://www.amf-france.org/en/amf-ombudsman>

Complaints addressed to the AMF mediator are free of charge.