

COMPLAINTS HANDLING

In accordance with the French Financial Market Authority (AMF) instruction DOC-2012-07 concerning the handling of complaints, Seventure Partners, as an authorized portfolio management company, has implemented a procedure to handle client complaints. The aim is to handle complaints in an efficient, transparent and uniform manner, in compliance with applicable regulation.

I. DEFINITION

Complaint means a statement declaring the dissatisfaction that a client held an organization responsible for (e.g. a company) and for which he requests treatment. The complaint can be made by anyone who has an interest in acting. A request for information, advice, clarification, a product or a service is not a complaint.

II. PROCEDURES FOR SUBMISSIONS TO THE MANAGEMENT COMPANY

Any individual who wishes to file a complaint with Seventure Partners is asked to send a letter to the following address:

SEVENTURE PARTNERS
5-7 rue de Montessuy
75340 PARIS cedex 07
FRANCE

A complaint may also be sent to Seventure Partners:

- in person, at a scheduled meeting;
- by telephone: +33 (0) 1 57 95 05 10;
- by email: contact@seventure.fr;
- or through the financial advisor or banking institution from which the holder subscribed the funds units.

III. PROCESSING TIME

Seventure Partners undertakes to:

- acknowledge receipt of complaints within a maximum of ten business days from the date of their sending unless a response can be provided within this period.
- respond to complaints within a maximum of two months from the date of their sending.
- keep the client informed of the status of the complaint handling if it cannot adhere to this period and of the specific circumstances explaining why this time period cannot be met.

IV. RECOURSE TO AN AMF MEDIATOR

The French Financial Market Authority has a Mediator to whom any interested private individual or legal entity may refer a dispute of an individual nature that is covered by its area of expertise, namely financial investments. The individual may send a letter by postal mail to the following address:

Autorité des Marchés Financiers
Médiateur de l'AMF
17, place de la Bourse 75082 PARIS CEDEX 02
FRANCE

The form for requesting mediation by the AMF, as well as the AMF Mediation Charter, are available on the AMF website: <https://www.amf-france.org/fr/le-mediateur>.