



INDÉPENDANCE AM

Complaints Handling Procedure

In accordance with applicable regulations, Indépendance AM has established and maintains an operational procedure to ensure the fair and prompt handling of complaints submitted by its clients.

A complaint is defined as a statement expressing a client's dissatisfaction with the professional.

All complaints should be addressed to the Compliance Officer, either by email at: contact@ie-am.com or by post to the following address:

Indépendance AM
20, avenue Franklin D. Roosevelt
75008 Paris
France

Indépendance AM undertakes to respond to any complaint within a maximum of two months, except in duly justified special circumstances.

In the event of a persistent disagreement, the client may refer the matter to the independent mediator of the AMF (*Autorité des Marchés Financiers*) for investment services:

Autorité des Marchés Financiers

Madame Marielle Cohen-Branche

Médiateur de l'AMF

17, place de la Bourse

75082 Paris Cedex 02

France

The mediation request form and the mediation charter are available on the AMF's website:
<https://www.amf-france.org/fr/le-mediateur>