



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 will acknowledge receipt of the complaint within a maximum of ten business days from the date the complaint was sent by the client, unless the response itself is provided to the client within this period. Unless duly justified exceptional circumstances occur, it will provide a response to the client within two months following the sending of the complaint by the client.

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>