
TIKEHAU INVESTMENT MANAGEMENT

Claim Management Policy

1. Foreword

Tikehau IM has set up a procedure for handling clients complaints.

A complaint is a statement of a client's dissatisfaction toward the professional. A request for information, advice, clarification, service or performance shall not be deemed to be a claim.

2. Traitement des réclamations

In the event of difficulty or disagreement regarding an investment service provided by Tikehau IM, three successive levels of recourse are available:

1. Tikehau IM initially recommends that clients contact their usual contact person.
2. A complaint can then be sent to the Claims department of the management company at the following address :

TIKEHAU INVESTMENT MANAGEMENT
Claims Department
32 rue de Monceau - 75008 Paris

Upon reception of your complaint, Tikehau IM undertakes to address you:

- An acknowledgement of receipt within 10 working days, unless you already received an answer within this time limit.
 - A reply within a maximum of two months (except where legal claims or other litigation are underway). If a complaint cannot be dealt with within this time limit (e.g. archives to be repatriated, documentary research to be done, technical point, etc), Tikehau IM will send you an information letter to justify the need for an additional time limit.
3. Finally, as a last resort, a complaint can be sent free of charge to the Ombudsman of the Autorité des Marchés Financiers (AMF) by mail to:

AMF Ombudsman
Autorité des marchés financiers
17, place de la Bourse
75082 Paris Cedex 02

A copy of the mediation request form is available on the AMF's website: <http://www.amf-france.org>. We inform you that the AMF's mediation charter can be consulted at the same address.

Updated on May 2018. This document can be updated by Tikehau IM at any time. This English version is provided to you for information purposes only. Only the French version is binding and enforceable on the parties and the investors and, in case of discrepancy between the two versions, the French version will prevail.