



COMPLAINTS HANDLING POLICY

VERSION 2026

1. Foreword

Tikehau Investment Management ("Tikehau IM") has implemented a complaint-handling procedure designed to address complaints from its clients and any other person with a legitimate interest - including persons with no contractual relationship with the management company (e.g., former clients, holders of financial securities, representatives, beneficiaries, etc.) - in an efficient, equitable, and consistent manner, in accordance with applicable regulations.

This procedure applies to all clients, regardless of their category.

2. What is a complaint ?

A complaint is defined as a written expression, received by post, email, or via the "File a complaint" online form, indicating the dissatisfaction of a client or any other person with a legitimate interest regarding the provision of an investment service by Tikehau IM.

A request for information, an opinion, clarification, a service, or the provision of a service does not constitute a complaint.

3. Handling of complaints by Tikehau IM

Tikehau IM is committed to handling all complaints in accordance with the following principles:

- ✓ Free access to the complaint-handling process.
- ✓ Transparency and objectivity towards the client.
- ✓ An appropriate processing timeframe, taking into account the complexity of the complaint.

3.1. Procedures for submitting complaints

Any communication sent by the client or any other person with standing to act must clearly indicate that it constitutes a complaint.

The complaint may be addressed to the client's usual contact person, as follows:

➤ **For clients invested in SOFIDY¹ real estate product range:**

- By mail to the following address:

SOFIDY¹ / Tikehau IM
Service des associés
303 square des Champs Élysées
91026 Évry-Courcouronnes Cedex

- By email to the following address: customer.claims@tikehaucapital.com
- By completing the following form: [Submit a complaint](#)

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➤ **For clients invested in other product ranges:**

- By mail to the following address:

Tikehau IM
Service Clients
32 rue de Monceau
75008 Paris

- By email to the following address: customer.claims@tikehaucapital.com
- By completing the following form: [Submit a complaint](#)

3.2. Complaint processing times

Tikehau IM acknowledges receipt of the complaint within 10 business days from the date of receipt, unless a response has already been provided to the client or other affected party in the interim.

Tikehau IM undertakes to respond to any complaint from a client or other affected party within a maximum of two months from the date of sending. If, due to special circumstances, the asset management company is unable to meet this deadline, it will inform the client or other affected party of the reason for the delay.

3.3. Handling of complaints

Complaints are handled by the appropriate contact person or team, depending on the subject matter and scope of the complaint. Tikehau IM ensures that every complaint is investigated and addressed diligently, fairly, and appropriately.

The same internal complaint-handling procedure applies to complaints received from clients located in European Union Member States other than France. Acknowledgments of receipt and responses to complaints are drafted in a language appropriate for the client - typically the language in which the investment service(s) were provided.

The Legal and Compliance departments may participate in validating the response to the complaint to ensure that the response is adequate, compliant with regulations, and respectful of the interests of the client or any other relevant party.

4. Mediation

If the client or any other concerned party is dissatisfied with the response to their complaint, they may have recourse to a mediator. To do so, they may contact - free of charge - one of the following:

- ✓ AMF Mediator
- ✓ Insurance Mediator
- ✓ Consumer Mediator

Please note that the choice made by the client or any other concerned party is final for each complaint.

➤ **AMF (Autorité des Marchés Financiers) Mediator**

The AMF Mediator handles any complaint falling within their remit:

- Marketing of financial products,
- Portfolio management,
- Matters concerning collective investment schemes (CIS), etc.

The AMF Mediator may be referred to:

- By mail to the following address:

Médiateur de l'Autorité des Marchés Financiers
17 place de la Bourse
75082 Paris Cedex 02

- Via an electronic form: [médiation-AMF](https://www.amf-france.org/fr/le-mediateur/presentation)

The AMF Mediator's mediation charter is available on the AMF website:

<https://www.amf-france.org/fr/le-mediateur/presentation>

➤ **Insurance Mediator**

The Insurance Mediator intervenes in the event of any complaint concerning:

- Insurance contract
- Advice provided when taking out a life insurance policy

The Insurance Mediator may be referred to:

- By mail to the following address:

Médiateur de l'Assurance
TSA 50110
75441 Paris Cedex 09

- Via an electronic form: [médiation-Assurance](https://www.mediation-assurance.org/nos-missions/)

The Insurance Mediator's mediation charter can be viewed on the dedicated website:

<https://www.mediation-assurance.org/nos-missions/>

➤ **Consumer Mediator**

The Consumer Mediator intervenes in the event of any complaint concerning:

- Credit

The Consumer Mediator may be referred to:

- By mail to the following address:

ANM Consommation
Médiateur de la consommation
2 rue de Colmar
94300 VINCENNES

- Via an electronic form: [médiation-crédit](https://www.anm-conso.com/documents/contenu/charte-anm-conso.pdf)

The consumer mediator's mediation charter can be viewed on the dedicated website:

<https://www.anm-conso.com/documents/contenu/charte-anm-conso.pdf>

➤ **Online consumer dispute resolution platform**

In the absence of a competent mediator, the online consumer dispute resolution platform may be used by clients or any other concerned party when the complaint specifically relates to an online service:

https://consumer-redress.ec.europa.eu/site-relocation_en?event=main.home2.show&lng=FR

➤ **Other competent mediators**

Finally, please note that investors located in countries where Tikehau IM has a branch may also contact the mediator or legal department of the local regulatory authority:

Luxembourg	Legal Department CSSF	Commission de Surveillance du Secteur Financier Département Juridique CSSF 283, route d'Arlon L-2991 Luxembourg mailto:reclamation@cssf.lu
Italy	Financial Mediator ABF	Arbitro Bancario Finanziario Segreteria tecnica del Collegio di Milano Via Cordusio 5 20123 Milano +39 (0)2 72424246 https://www.arbitrobancariofinanziario.it/
Germany	Mediator BAFIN	Bundesanstalt für Finanzdienstleistungsaufsicht Graurheindorfer Straße 108 53117 Bonn + 49 (0)228 4108-1550 https://www.bafin.de/EN/verbraucherinnen-verbraucher/hilfe-kontakt/beschwerden-streitschlichtung/streit-bei-bafin-schlichten/streit-bei-bafin-schlichten_node_en.html#doc163250bodyText2
Belgium	Mediator FSMA (Ombudsfm)	Autorité des services et marchés financiers North Gate II, Boulevard du Roi Albert II, n° 8, bte. 2 1000 Bruxelles https://www.ombudsfm.be/fr/introduire-une-plainte ombudsman@ombudsfm.be
Netherlands	Financial Services Complaints Institute KIFID	Klachteninstituut Financiële Dienstverlening (Kifid) Postbus 93257 2509 AG, DEN HAAG https://mijn.kifid.nl/login
Spain	Mediator CNMV	Comisionado para la Defensa del Inversor de la CNMV Torre Serrano Serrano, 47 28001 Madrid mailto:inversores@cnmv.es
United Kingdom	Financial Ombudsman Service FOS	Financial Ombudsman Service (FOS) Exchange Tower London E14 9SR United Kingdom + 44 (0)800 023 4567 https://www.financial-ombudsman.org.uk/



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