
TIKEHAU INVESTMENT MANAGEMENT

Complaints Handling Policy

Last update: 14 June 2024

This document can be updated by Tikehau Investment Management at any time.

1. Foreword

Tikehau Investment Management, a French management company authorised by the Autorité des Marchés Financiers under number GP-07000006 and part of the Tikehau Capital Group, has established a procedure for handling client complaints.

A complaint (“Complaint”) is a statement of a client’s dissatisfaction with a professional, regardless of whom it is addressed. It can originate from anyone with an interest in the matter, even in the absence of a contractual relationship with the professional. This includes current and former customers, holders of financial securities, individuals who have requested or been asked by the professional to provide a product or service, as well as their agents and beneficiaries. However, requests for information, advice, clarification, service or performance are not deemed to be Complaints.

2. Complaints handling

In the event of difficulty or disagreement regarding a service provided by Tikehau Investment Management, there are three successive levels of recourse available:

1. Tikehau Investment Management recommends that clients initially contact their usual contact person. If you are not immediately satisfied with the response, you can submit a Complaint as described below.
2. If the issue remains unresolved, a Complaint can be sent to Tikehau Investment Management’s Complaint department:
 - By email: Client-Service@tikehaucapital.com
 - By post:

*TIKEHAU INVESTMENT MANAGEMENT
Traitement des réclamations
32 rue de Monceau - 75008 Paris*

Upon receipt of your Complaint, Tikehau Investment Management commits to:

- Sending an acknowledgement of receipt within 10 working days from the date of dispatch¹ of the written Complaint, unless you receive an answer within this timeframe.
 - Providing a response within a maximum of two months from the date of dispatch of the written Complaint. If a response cannot be provided within this timeframe (e.g., due to the retrieval of archives, documentary research to be conducted, address technical issues, etc), Tikehau Investment Management will send you a letter justifying the need for additional time.
3. As a last resort, if you are not satisfied with the response to your Complaint, you may contact the AMF Ombudsman free of charge. This can be done preferably by completing the electronic form on the AMF website <https://www.amf-france.org/fr/le-mediateur-de-lamf/votre-dossier-de-mediation/vous-voulez-deposer-une-demande-de-mediation> or by post to 17 place de la Bourse 75082 Paris cedex 2. The AMF's mediation charter is also available for consultation at the same address.

¹ Complaints sent by post are postmarked.

In addition, investors located in countries where Tikehau Investment Management has a branch office may also contact the ombudsman/legal department of the local regulatory authority:

Luxembourg	CSSF Legal Department	Commission de Surveillance du Secteur Financier Département Juridique CC 283, route d'Arlon L-2991 Luxembourg (+352) 26 25 1-2601 reclamation@cssf.lu
Italy	Financial Ombudsman (ABF)	https://www.arbitrobancariofinanziario.it/
Germany	BAFIN's Mediator	Bundesanstalt für Finanzdienstleistungsaufsicht Graurheindorfer Straße 108 53117 Bonn + 49 (0)228 4108-1550 https://www.bafin.buergerservice-bund.de/Formular/VersicherungFormular
Belgium	FSMA's Financial Mediator (Ombudsfin)	North Gate II, Boulevard du Roi Albert II, n°8, bte. 2 1000 Bruxelles https://www.ombudsfin.be/fr/particuliers/introduire-une-plainte/ombudsman@ombudsfin.be
Netherlands	KIFID	Klachteninstituut Financiële Dienstverlening (Kifid) Postbus 93257 2509 AG, DEN HAAG
Spain	CNMV's Mediator	Comisionado para la Defensa del Inversor de la CNMV Torre Serrano Serrano, 47 28001 Madrid inversores@cnmv.es
United Kingdom	Financial Ombudsman Service (FOS)	Exchange Tower London E14 9SR United Kingdom 0800 023 4567 https://www.financial-ombudsman.org.uk/