



September 2024

CLAIMS MANAGEMENT POLICY

Amundi Finance

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I. General

Amundi Finance has set up a complaints management system to ensure that its clients' complaints are dealt with appropriately and quickly resolved, taking into account their interests.

This system applies to all customers.

The purpose of this document is to present Amundi Finance's approach to receiving, processing and following up complaints, and to inform the client about the possibility of benefiting from a mediation system free of charge.

The complaint-handling system also makes it possible to detect any shortcomings or malfunctions in terms of marketing and customer protection.

II. Definition of the claim

A complaint is a statement expressing a client's dissatisfaction with a product or service provided by Amundi Finance, and which requires a response.

The services covered include fund management, legal or commercial documentation, and relate to all products and services marketed and/or managed by Amundi Finance.

Requests for information or corrections, clarification notices, or expressions of expectations or requests for benefits, which are part of commercial negotiation and may give rise to reductions, rebates or exemptions that may be granted, are therefore excluded.

In order to be processed, a complaint must clearly present the subject of the dissatisfaction and include factual elements relating to a product or service offered by Amundi Finance.

III. Handling complaints within Amundi Finance

1. Organisation of the processing of complaints

Amundi Finance undertakes to handle all complaints according to the following principles:

- Transparency towards the customer
- Objective, fair and harmonized claims processing
- Free access to the claims processing system
- Appropriate response processing time given the complexity of the claim.

2. Receipt of the complaint

The customer can submit his complaint, free of charge, in the official national language of his choice and must clearly indicate that it is a complaint. The customer explains in detail the facts giving rise to his complaint, attaching all relevant supporting documents.

Amundi Finance invites you to formalise any dissatisfaction in writing (letter or email):

- With the customer's usual contact person, for example:
 - the adviser of the bank branch in which the customer has his account or,
 - the distributor with whom the unitholder holds his or her assets, or
 - the management company's sales representative who is in direct contact with the client.

- With Amundi Finance

Letter addressed to: Amundi Asset Management - 91-93 boulevard Pasteur 75015 Paris – France

- By email to: complaints@amundi.com

Each complaint is acknowledged within a statutory period of no more than 10 working days from the date of sending the first written complaint (the postmark being proof for complaints sent by post).

3. Forwarding the response to the customer and closing the complaint

The response to the customer is made within a maximum period of 2 months from the sending of the first written complaint (the postmark being proof for complaints sent by post).

However, if the analysis of your complaint requires the intervention of different interlocutors depending on its purpose or degree of complexity, a longer period may be necessary, the customer will be informed quickly.

IV. Recourse to the mediator of the Autorité des Marchés Financiers

When all the means used by Amundi Finance to close a complaint have not resulted in a solution deemed acceptable by the client or if he has not received a response within 2 months of sending the first written complaint, the client who is not satisfied with the response to his complaint may appeal to the AMF mediator.

The AMF has a mediator, who may be referred to by any interested party, whether a natural or legal person, in the context of an individual dispute falling within its field of competence. as described on the AMF website ("In which case to refer the matter to the Mediator").

Clients can contact the AMF mediator free of charge:

- Preferably by electronic form on the AMF website:
<https://www.amf-france.org/fr/le-mediateur-de-lamf/votredossier-de-mediation>
- Or by post, to the following address:
Mediator of the AMF – Autorité des Marchés Financiers 17 Place de la Bourse 75082 Paris cedex – France

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