



COMPLAINTS MANAGEMENT POLICY

February 2024

Trust
must be earned

Amundi
ASSET MANAGEMENT

Table of contents

I - General information2

II - Definition of claim2

III - Complaints handling at Amundi Asset Management2

 1 - Organisation of Claims processing2

 2 - Reception of the claim.....3

 3 - Transmission of the response to the client and closure of the claim3

IV - Recourse to the Ombudsman of the Autorité des Marchés Financiers4

I. General information

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

This system applies to all clients.

The purpose of this document is to present Amundi Asset Management's approach to the receipt, processing and follow-up of complaints, and to inform clients of the possibility of benefiting from a free mediation service.

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

II. Définition of claim

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

The services concerned include fund management, fund performance, legal or commercial documentation, and relate to all products and services marketed and/or managed by Amundi Asset Management.

Excluded are requests for information or correction, clarification, or expressions of expectations or requests for benefits, which are part of the commercial negotiation and may give rise to reductions, discounts or exemptions granted by the entity concerned.

In order to be processed, a complaint must clearly state the reason for the dissatisfaction and include factual elements relating to a product or service offered by Amundi Asset Management.

III. Complaints handling at Amundi Asset Management

1. Organisation of Claims processing

Amundi Asset Management undertakes to deal with any complaint in accordance with the following principles:

- Transparency towards the client
- Objective, fair and harmonised handling of complaints
- Free access to the complaints handling system
- Processing time for a response appropriate to the complexity of the complaint.

2. Receipt of the claim

Clients may submit their complaint, free of charge, in the official national language of their choice, and the communication must clearly state that it is a complaint. The client must explain in detail the facts giving rise to the complaint and attach all relevant supporting documents.

Amundi Asset Management invites you to formalize any dissatisfaction in writing (letter or email):

- From the client's usual contact, for example:
 - the advisor at the bank branch where the customer has an account, or
 - the distributor where the unitholder holds his or her assets, or
 - the sales representative of the management company who has direct contact with the customer.
- At Amundi Asset management

By post to Amundi Asset Management 91-93 boulevard Pasteur 75015 Paris - France

- By e-mail to: complaints@amundi.com

Each complaint will be acknowledged within a maximum of 10 working days from the date on which the first written complaint is sent (the postmark will be taken as proof of receipt for complaints sent by post).

3. [Transmission of the response to the client and closure of the claim](#)

The customer will receive a response within a maximum of 2 months from the date on which the first written complaint was sent (the postmark will be taken as proof of this for complaints sent by post).

However, if the analysis of your complaint requires the intervention of different people depending on its subject matter or degree of complexity, a longer period may be necessary, and the customer will be informed promptly.

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

If all the means used by Amundi Asset Management to resolve a complaint have failed to produce a solution acceptable to the client or if the client has not received a response within 2 months of the first written complaint being sent, the client who is not satisfied with the response to his/her complaint may refer the matter to the AMF Ombudsman.

The AMF has an Ombudsman who can be contacted by any interested party, whether a natural person or a legal entity, in connection with an individual dispute falling within the scope of his powers as described on the AMF website ("When to contact the Ombudsman").

Customers may contact the AMF Ombudsman free of charge:

- preferably by filling in the 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:

AMF Ombudsman - Autorité des Marchés Financiers 17 Place de la Bourse 75082 Paris cedex – France

Amundi™ refers to the entities, holdings and offices owned by the Amundi group worldwide. Any information contained in this document may be changed without notice. Amundi accepts no liability whatsoever, whether direct or indirect, that may arise from the use of information contained in this document. The information contained in this document shall not be copied, reproduced, modified, translated or distributed without the prior written approval of Amundi, to any third person or entity in any country or jurisdiction which would subject Amundi or any of its products, to any registration requirements within these jurisdictions or where it might be considered as unlawful. This document is not destined to be communicated to, or used by, any person, qualified investor or not, from any country or jurisdiction whose laws or regulations would prohibit such communication or use.

It shall not be considered as an investment advice. More specifically, this document is not intended for residents or citizens of the United States of America or for "US Persons" as defined by "Regulation S" of the Securities and Exchange Commission under the US Securities Act of 1933.

Amundi Asset Management, French "Société par Actions Simplifiée" (SAS) with capital of €1,143,615,555 – Portfolio Management Company approved by the AMF under number GP04000036 – Registered office: 91-93, boulevard Pasteur – 75015 Paris – France – 437 574 452 RCS Paris. The information contained in this document is deemed accurate as of 30 September 2023 (source: Amundi) – amundi.com