
TIKEHAU INVESTMENT MANAGEMENT

Complaint handling Policy

Last update: 1st January 2024

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

1. Foreword

Tikehau Investment Management, French management company authorised by the Autorité des Marchés Financiers under number GP-07000006, belonging to the Tikehau Capital group has set up a procedure for handling client's complaints.

A complaint is a statement of a client's dissatisfaction toward the professional regardless of the person to whom it is addressed. It may come from any person with an interest in acting, even in the absence of a contractual relationship with the professional: customers, former customers, holders of financial securities, persons who have asked the professional to supply a product or service or who have been asked to do so by a professional, including their agents and beneficiaries. A request for information, advice, clarification, service or performance shall not be deemed to be a complaint.

2. Complaint handling

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

1. Tikehau Investment Management initially recommends that clients contact their usual contact person. If you are not immediately satisfied with the response, you can submit a complaint as follows below.
2. A complaint can then be sent to the complaint department of the management company:
 - By email: Client-Service@tikehaucapital.com
 - By post:

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

Upon reception of your complaint¹, Tikehau Investment Management undertakes to address you:

- An acknowledgement of receipt within 10 working days, from the date of dispatch of the written complaint unless you already received an answer within this time limit.
- A reply within a maximum of two months from the date of dispatch² of the complaint. If an answer cannot be provided within this time limit (e.g. archives to be repatriated, documentary research to be done, technical point, etc), Tikehau Investment Management will send you an information letter to justify the need for an additional time limit.

Finally, as a last resort, if you are not satisfied with the response to your complaint, you may contact the AMF Ombudsman free of charge, 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. We inform you that the AMF's mediation charter can be consulted at the same address.

¹ As defined earlier in this document

² Compliant 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 (Ombudsfm)	North Gate II, Boulevard du Roi Albert II, n°8, bte. 2 1000 Bruxelles https://www.ombudsfm.be/fr/particuliers/introduire-une-plainte/ombudsman@ombudsfm.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