

## Complaints handling policy

In accordance with the regulations in force, Elaia Partners has set up an operational procedure for the rapid and efficient handling of any complaints it receives.

### 1- Receipt of complaint

A client (shareholder) who is dissatisfied may send a claim to Elaia Partners, either by e-mail if he/she already has a contact in the company, or by registered letter with acknowledgement of receipt to the following address:

Elaia Partners  
21 rue d'Uzès  
75002 PARIS

### 2- Claims processing time

In accordance with regulations, the company adopts the following response procedure following receipt of a claim:

- The company has a maximum of ten working days from the date the claim is sent to acknowledge receipt, unless the response itself is provided to the customer within this period.
- the company has a maximum of two months, except in the case of duly justified special circumstances, between the date of dispatch of the complaint and the date of dispatch of the response to the customer;

The management company will keep the customer informed if the deadlines to which the company has committed itself cannot be met.

In the case of recurring requests, management will take appropriate measures to improve the information sent to unitholders.

### 3- AMF Mediation

If you are not satisfied with the answers provided, you may also contact the AMF (French financial market regulator), preferably by 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 at 17 place de la Bourse 75082 Paris Cédex 2.

The AMF Mediator is the reference mediator for all disputes concerning financial instruments, investment services or, more generally, any matter falling within the AMF's scope.