



Customer Information and Complaint Handling Policy

December 2024

The purpose of this policy from La Française Group is to describe the process for monitoring and handling customer information requests and complaints, with the aim of continuously improving the quality of products and services offered to our customers.

Last updated: December 2024

Initially, please contact your regular advisor.

Please remember that for any information or complaint, you should first contact your advisor who is your main point of contact for the product in question. After that, you can reach out to us. Please follow the policy described below for that.

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I. Who can contact us?

If you have any questions or complaints about the financial instruments managed or designed by La Française Group, feel free to contact us regarding issues such as performance, net asset value, regulatory documents, and more.

Clients who receive investment services from companies in the La Française Group (investment advice, order reception-transmission, etc.) can also contact them for any questions or complaints regarding the investment service provided.

For any questions regarding a service or financial instrument provided by the La Française Group, you can contact us using the methods described below.

- **By phone or fax at the following number:**

1.

La Française – Customer & Partner Service

Phone number: 01.53.62.40.60

Fax number: 01.44.56.11.03

2.

The French AM (Private Management division for discretionary management) - Customer Service

Phone Number: 01.73.00.73.60

Fax number: 01.73.00.73.08

LFFS Luxembourg Branch (for Luxembourg law funds) - Customer Service Phone Number:
+352 248 322 001

- **Please send your mail to the following address:**

The French1 - Customer Service & Partners

Address: 128 Boulevard Raspail 75006 PARIS

The address for the Client Service of La Française AM (Private Wealth Management division for discretionary management)

is 128 boulevard Raspail, 75006 PARIS.

3.

LFFS Luxembourg Branch (for Luxembourg law funds) – Customer Service

Address:

60 Grand-Rue, P.O. Box

1556, L-1660

Luxembourg

The Customer Service & Partners department handles all inquiries/complaints related to companies within the La Française Group, except for LFAM GP for discretionary management, and LFFS Luxembourg Branch for Luxembourg-based funds (see list of Group companies in the Appendix).

Regarding complaints, a specific processing system is put in place and described below.

in section IV.

The processing of your requests/complaints is done at no cost.

II. How can you reach us?

The contacts vary depending on the company, financial instruments, or services involved:

- **La Française:** if your complaint is related to a financial instrument from the La Française Group (LFAM, LFREM, SIPAREX, New Alpha) or a service provided by LF AM FS, MONIWAN.
- **If you have a complaint about a service provided by LFAM Private Management** (advice, order reception-transmission, or discretionary management), please contact La Française AM.
- **If you have a complaint about a Luxembourg-based investment fund or a service provided by LFFS Luxembourg Branch,** please note that you can also contact the LFFS Luxembourg teams for any issues related to services provided by LFFS Spanish Branch or LFFS Italian Branch.



Get in touch via email.	<i>Please contact us at reclamations.clients@la-francaise.com.</i>
Get in touch by mail.	Customer Service & Partners - French Company 128 Raspail Boulevard Paris, 75006



Get in touch via email.	<i>Please contact us at reclamations.clients@la-francaise.com.</i>
Get in touch by mail.	The French AM Private Wealth Management- Client Services department 128 Raspail Boulevard Paris, 75006



Luxembourg Branch
60 Grand-Rue BP-1556 - L-1015 Luxembourg
Tél. : +352 24 83 221
Fax : +352 248 322 242



Get in touch via email.	<i>Please contact the Compliance Officer at LFIComplianceOfficer@lafrancaise-group.com.</i>
Get in touch by mail.	Customer Service at LFFS Luxembourg Branch 60 Grand-Rue, P.O. Box 1556, L-1660 Luxembourg

In the subject of your letter/email, it is important to specify the nature of your request using the following terminology:

- The company in question (see List of Group companies in the Appendix)
- The service or product in question
- Request for regulatory documents
- Request for information/explanation/clarification
- Complaint (dissatisfaction) about a financial instrument or a service provided
- Other requests

We would like to point out that the phone is a way for you to contact us for any information you may need. However, ... Case ... discontent ... section, The The La Française Group does not use phone calls to handle your complaints. Instead, they require a written record of the reasons for your dissatisfaction (via mail or email) in order to better understand the nature of your complaint and provide you with a better solution. Assistance.

III. Processing times

If you contact us by email, you will receive an acknowledgment of receipt for your request.

If you contact us by any other means, you will not receive an acknowledgment of receipt for your request unless it concerns a complaint received by mail: in this case, an acknowledgment of receipt will be sent to you within 10 days maximum, unless the response to your complaint has already been sent to you.

Your request concerns a complaint.

Maximum time frame: 2 months from the date of sending the complaint, postmark of the.

This post serves as proof.

You will be kept informed about the progress of the processing of your claim, especially when, in the event of special circumstances, the maximum period of 2 months, to which Groupe LF has committed, cannot be met.

The deadlines start from the date the claim is sent to the La Française Group service. The The postmark is valid for mail received by postal mail.

IV. Handling complaints

What is a complaint

A complaint is a statement expressing the client's dissatisfaction with the professional, regardless of the person to whom it is addressed.

A request for information, opinion, clarification, service, or provision is not a complaint.

Reminder: the phone is a means for you to contact us for any information request. However, in case of dissatisfaction on your part, the phone is not a method chosen by Groupe La Française to handle your complaints. In impact, In This Hello, We require a written explanation of your dissatisfaction (by mail or email) in order to better understand the nature of your complaint and provide you with better service.

Processing of the complaint

Your complaint will be handled by the Customer Relations Departments.

The Compliance Department of Groupe La Française may participate in validating the response to your complaint to ensure that an appropriate response, compliant with regulations and in line with your interests, is provided to you.

What should you do if the response provided by Groupe La Française to your complaint is not satisfactory?

If, after the various exchanges with Le Groupe La Française, you are not satisfied with the response to your complaint, you can contact either:

- Credit Mutuel Mediator, or at
- The AMF ombudsman is the public mediator responsible for handling all complaints related to financial instruments.

Please note that your choice is final for this claim. The La Française Group has chosen its own mediator, namely the mediator of Crédit Mutuel, who is a corporate mediator.

You can contact the Mediator of Crédit Mutuel:

By mail:

The Mediator of Crédit Mutuel

63 Antoine Pardon Road

The postal code is 69160 and the city is Tassin La Demi-Lune.

By using the form provided on the website for submitting your application online:

[Please visit www.lemediateur-creditmutuel.com](http://www.lemediateur-creditmutuel.com)

Below, you will find more information about the mediation service:

Who is the Mediator of Crédit Mutuel?

The Mediator of Crédit Mutuel is an independent and impartial person who has been chosen for their skills and experience.

What types of disputes should you use the Mediator for?

If you are an individual and not acting for professional purposes, you can turn to the Mediator of Cr dit Mutuel for any disputes falling within the legal scope of competence of bank mediators as defined by the law, mainly those related to:

- Regarding your account agreement, its operation, its fees, closing, and transferring of the account;
- For bundled product or service sales (meaning subscribed at the same time for a often flat rate price);
- At sales of products or services with "bonus" (meaning offering you financial or in-kind benefits for free);
- As well as the bank's proper execution of contracts related to the following products and services: credit operations, savings products, financial services, and related operations to the aforementioned services and products.
- When selling insurance contracts

Mediation process

If your complaint is admissible and upon receipt of the documents supporting your request, the Mediator informs you, by electronic means or by regular mail, of the opening of the mediation procedure and its starting date, reminding that the parties can withdraw from the process at any time.

The Mediator communicates, at the request of either party, all or part of the case files. The Mediator is free to meet with the parties together or separately.

If any circumstance arises that could affect the Mediator's independence, impartiality, or create a conflict of interest, the Mediator will promptly inform the parties and their right to object to the continuation of the mediation. If one of the parties refuses to continue the mediation as a result, the Mediator's mission will be terminated.

The Mediator cannot receive any instructions from the parties.

What is the Mediator's response time?

You will receive the Mediator's proposal by mail within a maximum of 3 months after receiving your request. This timeframe may be extended in the case of a complex dispute.

For more information about the Mediator of Crédit Mutuel, we invite you to read the Mediation Charter.

You can find the mediation charter for Credit Mutuel at the following link: https://www.lemediateur-creditmutuel.com/partage/fr/CC/Mediateur/references/charte_mediation_credit_mutuel.pdf

or visit the Mediator's website at <https://www.lemediateur-creditmutuel.com/>

You can also contact the Mediator of the Financial Markets Authority (AMF) under the following conditions:

In writing:

Financial Markets Authority (AMF)

*17 Place de la Bourse,
75082 Paris Cedex 02*

You can submit your response through the electronic form (link below).

The AMF Mediator intervenes in any complaint that falls within their area of expertise:

Selling financial products,
Portfolio management,
Sending and receiving stock orders,
Securities account or PEA, etc.

When should you contact the Mediator? Please visit the AMF website at amf-france.org.

How does the mediation procedure work?

The mediation process is free of charge. Each party presents their observations and analysis of the dispute to the Mediator, providing, if applicable, a legible copy of the supporting documents in their possession (account opening agreement, management mandate, subscription form, transaction notices, periodic statements, management reports, correspondence exchanges, screen captures, etc.). The procedure is conducted in writing and allows for both parties to present their arguments. The Mediator may also convene the parties to a meeting. In all cases, the Mediator seeks an amicable solution that is accepted by both parties. They indicate whether they agree with this solution. If they do, the Mediator ensures its effective implementation. The gatherings can ... Edit Or make a decision Ateverything instant to interrupt the procedure.

You subscribed online through MONIWAN or through LFAM Private Management:

For any complaints related to a subscription via Moniwan or under discretionary management, you also have the option to use the European platform for online dispute resolution.

This platform can be accessed from this link: Online Dispute Resolution [Platform](#)

V. Personal data protection

According to the law n°78-17 of January 6, 1978, relating to information technology, files, and freedoms, it is specified that the personal data collected is mandatory for processing customer requests/complaints, and as such, it will be processed by Le Groupe La Française.

This data may be used for the purposes related to processing customer requests/complaints. It may also be shared with third parties when necessary for processing customer requests/complaints.

Individuals whose data is being processed have the right to request access to it from Groupe La Française, located at 128 boulevard Raspail 75006 PARIS. They also have the right to request corrections if necessary and to object to the use of their data for marketing purposes, including commercial use.

Appendix: Approvals of La Française Group Companies

The Customer Service & Partners department of La Française is responsible for any questions or complaints related to the following companies within the Group:

The French AM Finance Services:

The company La Française AM Finance Services is an authorized investment firm approved by the CECEI under the number 18673 X. It holds a Professional Card issued by La Française AM Finance Services from the Paris Police Prefecture for Real Estate Transactions under the number T11960.

The French AM Finance Services is also registered with ORIAS as a non-exclusive agent in banking operations and payment services and as an insurance or reinsurance broker, since November 4, 2016.

Luxembourg Branch of LFFS

The LFFS Luxembourg Branch is the Luxembourg branch of La Française AM Finance Service, registered under the number B239311 in the Luxembourg trade and companies register since 21/11/2019 and referenced at the CSSF under the number P00000635.

The French Asset Management:

LFAM is a management company approved by the AMF under the number GP 97076 on July 1, 1997.

The French REM:

The management company La Française REM, approved by the AMF under number GP 07000058 on June 26, 2007, holds a Professional card for real estate transactions issued by the Paris Police Prefecture under number T12056.

SIPAREX Proximité Innovation focuses on supporting innovative businesses in close proximity.

SIPAREX Proximité Innovation was approved by the AMF under the number GP04000032 on April 27, 2004.

Welcome to New Alpha Asset Management!

New Alpha Asset Management is a management company approved by the AMF under the number GP-05000001 on January 20, 2005.

You can consult the approvals of the companies on the websites: www.amf-france.org - www.acpr.banque-france.fr

[The website is www.orias.fr](http://www.orias.fr)

Une société du groupe La Française · www.la-francaise.com

www.newalpha.net

New Alpha Asset Management, société par actions simplifiée au capital de 2 435 540 €
450 500 012 RCS Paris · N° TVA: FR 18450500012 · Société de gestion de portefeuille agréée par
l'AMF sous le n° GP 05000001 du 20/01/2005 · www.amf-france.org

NEW ALPHA
ASSET MANAGEMENT