



# Claims and complaints processing Policy

iM Global Partner SAS

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# 1. Object

In accordance with Article 321-40 et 321-41 of the General Regulations of the Autorité des marchés financiers, this document presents the approach adopted by iM Global Partner (including its branches) for the processing of claims.

This document is made available on [www.imgp.com](http://www.imgp.com)

The data relating to claims and complaints shall be archived within two months of the closure of the processing and kept for a maximum period of 5 years.

iM Global Partner Asset Management S.A. (Luxembourg entity), iM Global Partner UK and iM Global Partner Switzerland have specific policies also available on [www.imgp.com](http://www.imgp.com). Some branches may also have specific policies in which case they will be published on [www.imgp.com](http://www.imgp.com).

## 2. Claims and complaints processing setup

A claim or complaint is any expression of dissatisfaction with the provision of a service or the failure to provide a service made to the Company in order to recognise a right or repair a damage outside of the normal commercial relationship such as contractual negotiations.

The claim/complaint must be supported by a statement from the complainant of the reasons for the claim/complaint and the following information/documents, among others:

- a document demonstrating the appropriate authority of the person making the claim/complaint, where that person is acting on behalf of a third person;
- a detailed and chronological statement of the facts giving rise to the claim/complaint, including any relevant document(s) and/or correspondence (if applicable);
- any other relevant detail concerning the claim/complaint;
- a copy of a valid identification document of the complainant (natural person) or, where the complainant is a legal entity, of the natural person representing that legal entity.

The Compliance department is immediately informed of the complaint and involved in its processing. The relevant person or service will start the treatment immediately. This department or person has 10 working days from receipt to send an acknowledgement message to the complainant outlining the support he or she will benefit from the Compliance Department in the treatment of his/her claim/complaint.

The Company may ask the claimant to provide any other necessary information. In order to respond to the claim, the Company will make all necessary inquiries and collect all relevant evidence and information about each claim/complaint.

A response is sent to the claimant within one month of receipt of the claim by iM Global Partner, in the language in which the claim was made (provided it is an official language of a state in which the fund in question was marketed). A regular report including a list of pending and past claims addressed to iM Global Partner as well as the follow-up of responses and deadlines is provided to management.

### 3. Investor information

Any claim or complaint may be addressed to your usual contact within iM Global Partner or to the Compliance Officer at the following address:

iM Global Partner  
RCCI  
5 Rue Royale 75008  
Paris - FRANCE

Or e-mail: [compliance@imgp.com](mailto:compliance@imgp.com)

Holders are also informed about the possibility of applying to the AMF mediator for free in the event of dissatisfaction with the response to their complaint by using the electronic form available on the AMF website

<https://www.amf-france.org/en/amf-ombudsman/mediation-file/request-meditation>

or by mail to the following address:

Le médiateur de l'AMF  
17 place de la Bourse 75082  
Paris Cedex 2 - FRANCE

# Annex I: Register of claims/complaints

Date of receipt of claim/complaint	Name of client	Nature/reason of the claim/complaint	Identified malfunction	Response provided to the client	Approval date of the response by management and RCCI	Sent date of acknowledgment message	Date of contact with the AMF mediator