



## SYCOMORE ASSET MANAGEMENT CLAIMS MANAGEMENT POLICY

In accordance with regulations, Sycomore Asset Management has and maintains an operational procedure for the reasonable and rapid handling of complaints addressed by its clients.

A complaint is a statement of a client's dissatisfaction toward the professional. A request for information, advice, clarification, service or performance shall not be deemed to be a claim.

Any complaint must be addressed to the investor relations department :

reclamation@sycomore-am.com  
14 avenue Hoche  
75008 Paris, FRANCE  
Tél. : +33 1 44 40 16 00  
Fax : +33 1 44 40 16 01

Upon reception of your complaint, Sycomore Asset Management undertakes to address you :

- An acknowledgement of receipt within a maximum of ten working days from receipt of the complaint, unless you already received an answer within this time limit;
- A reply within a maximum of two months, unless special duly justified circumstances arise.

In the event of persistent disagreement, the client may contact the Ombudsman of the Autorité des Marchés Financiers :

AMF Ombudsman  
Autorité des marchés financiers  
Médiateur de l'AMF  
17 Place de la Bourse  
75082 PARIS CEDEX 02

The application form for mediation with the AMF and the mediation charter are available at <http://www.amf-france.org>.

*This document can be updated by Sycomore AM at any time. This English version is provided to you for information purposes only. Only the French version is binding and enforceable on the parties and the investors and, in case of discrepancy between the two versions, the French version will prevail.*