

IZNES has established and maintains operational a specific procedure for handling customer complaints in accordance with the applicable regulations.

Definition of the term « Claim »

A Claim is a declaration by a client, Management Company or Investors, stating their dissatisfaction with IZNES SAS. A request for information, advice, clarification or service is not a claim.

How do I address a claim to IZNES SAS?

Claims should be addressed to the person in charge of complaints within IZNES SAS, Mr. Jean-Robert Hervy, *Head of Compliance for Investment Services*.

A Claim can be addressed :

- By e-mail, to the following address: jean-robert.hervy@iznes.io, specifying the term "Claim(s)" in the subject line of the e-mail.
- By phone at the following number : +33 6 62 66 52 08
A written confirmation by e-mail or mail will be systematically requested.
- By written mail to the following address :

IZNES SAS
To the attention of Mr. Jean-Robert Hervy
Head of Compliance for Investment Services
12 rue de la Bourse
75002 Paris, France

Upon receipt of the Client Claim, the Investment Services Compliance Officer (ISCO) as Chief Executive Officer of IZNES SAS will process the complaint.

A copy of this Claim will be kept in a register dedicated to all Claims. This register may be communicated anonymously to the Board of IZNES SAS.

Follow-up of your request and archiving

A form is available in order to ensure the follow-up of the various claims addressed to IZNES SAS.

This form includes the following elements:

- Claim number
- Date of claim
- Name of the client
- Description
- Actions
- Resolution
- Date of reply to client

All the claims will be archived thanks to this form in a register dedicated to the claims addressed to IZNES SAS. These claims can also be found in the customer follow-up tool.

A study of the file will be carried out in order to collect all the information necessary for the study and the response to this claim. A request for additional information may be sent to the customer in order to process the file.

IZNES SAS undertakes to respect complete confidentiality in the processing of the complaint.

Processing of your request and response time

IZNES SAS will acknowledge receipt of the complaint within a maximum of ten (10) working days from the date of dispatch of the written complaint, unless the response itself is provided to the customer within this period.

A response to the complaint will be provided within a maximum of two (2) months, unless there are duly justified special circumstances, between the date on which the written complaint is sent and the date on which the response is sent to the customer.

If IZNES SAS is not able to provide an answer to the customer within this time limit, the customer will be contacted to inform him of the reason for this delay and to indicate the time limit within which IZNES SAS will be able to reply.

In the event of rejection or refusal to accept the claim in whole or in part, the customers will be informed in the reply given of the possible means of recourse, outside the usual legal channels.

Recourse to the mediation of the Autorité des Marchés Financiers (AMF)

If, following your complaint, the response provided by IZNES SAS does not suit you, you may also refer the matter to the AMF Ombudsman. If necessary, you can contact the AMF Ombudsman:

- By filling out the request for mediation form on the site www.amf-france.org/en, under "[Request for mediation](#)"
- By contacting him by mail at the following address:

Autorité des marchés financiers
 Mediation
 17, place de la Bourse
 75082 Paris Cedex 02

A Mediation Charter published by the AMF is available on the following website www.amf-france.org/en, under "[The AMF Ombudsman](#)".