

Claims processing policy

Kurma Partners has designed and implements a procedure to ensure the efficient, reasonable and timely processing of claims that are filed by its investors.

In accordance with AMF Instruction no. 2012-07, any statement confirming a client's dissatisfaction with a portfolio management company is deemed to constitute a claim. A request for information, an opinion, clarification, a service or action, is not a claim.

All claims can be sent to the Investor Relations department at the following e-mail [claims\(\[@\]\)kurmapartners.com](mailto:claims([@])kurmapartners.com) or by letter to Kurma Partners, 24 rue royale, 75008 Paris, France.

Kurma Partners undertakes to process claims within ten working days as from the date of receipt. If Kurma is not in a position to process the claim within this timeframe, it will acknowledge receipt thereof within ten working days and process the claim within a maximum of two months as from the date of receipt.

In the claim is rejected or refused in whole or in part, it is possible to refer the matter to the AMF Ombudsman. The AMF Ombudsman has authority over all disputes concerning a financial instrument, an investment service or, more generally, a matter that falls within the AMF's scope of authority. She is the appropriate public ombudsman within the meaning of subparagraph 7 of Article L. 611-1 of the French Consumer Code, where said disputes are between a professional (portfolio management company) and a consumer, i.e., a natural person who is acting for purposes that do not fall within the scope of his/her commercial, industrial, independent or agricultural activity.

The investor may refer a matter to the AMF Ombudsman:

- On the AMF website at: <https://www.amf-france.org/en/amf-ombudsman/ombudsman-presentation-0> , where the mediation request form is available, and precise explanations concerning the Ombudsman's role are provided;

By sending a letter to the following address: Le Médiateur, Autorité des marchés financiers, 17 place de la Bourse, 75082 Paris cedex 2, France.