

## Complaints handling policy

### Context

The procedure, beyond its objective of maintaining and improving the service provided to the company's clients, must also make it possible to identify and mitigate risks, particularly operational and reputational risks.

The handling and management of complaints within the management company aims to

- Carefully examine client and partner complaints on a case-by-case basis and provide them with clear advice and information tailored to their needs;
- Provide clients and partners with a professional and easily understandable response within a reasonable timeframe;
- Implementing, if necessary, appropriate emergency measures to resolve a problem and prevent it from worsening or recurring.

### Receipt of complaints

The complaint can be sent in writing: simple mail, registered mail, fax, electronic message. It can also be submitted orally: by telephone or during an appointment.

If it is a complaint from a customer, the person who received it informs the management assistant who enters it in the complaints register (Appendix 1); she digitises and keeps the copy of the letter in the file dedicated to complaints on the server and then sends the original letter to the management without delay. The Management transmits it to the employees concerned for analysis and corrective action if necessary.

The complete original file (customer complaint, response to the customer, supporting documents if necessary, etc.) is kept digitally and in a dedicated file.

### Processing of complaints

The HOMA CAPITAL employee to whom the complaint is addressed is responsible for:

- Identifying the problem, defining its scope and clarifying the facts;
- Drawing up a file containing all the documents required to process the complaint;
- The quality of the response provided to the Customer, within the time limits set and respecting the different hierarchical levels to be involved according to the complaint;
- Internal information (information to superiors, transversal information, etc.).

All complaints must be acknowledged within a maximum of ten working days, unless the response itself is provided to the client/third party within this period, and will be subject to a maximum response time of two months.

In the event of dissatisfaction or dispute with our company, if your usual contact does not give you satisfaction, you may refer the matter to a member of the board of directors of our company by letter or e-mail.

This process is of course free of charge.

If you are not satisfied with our response, you can initiate a free mediation procedure with the:

AMF MEDIATOR  
17 PLACE DE LA BOURSE  
75082 Paris Cedex 02

You can contact the Ombudsman by post or electronically by filling in the form available on the AMF website:

[www.amf-france.org](http://www.amf-france.org)  
["Charte de médiation"](#)  
["Formulaire de médiation"](#)

For further information, the complete complaints management policy is available on request from the management company.