

## TIKEHAU ACE CAPITAL Claim Management Policy

### 1. Foreword

Tikehau Ace Capital has set up a procedure for handling clients' complaints.

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.

### 2. Handling of complaints

In the event of difficulty or disagreement regarding an investment service provided by Tikehau Ace Capital, three successive levels of recourse are available:

1. Tikehau Ace Capital initially recommends that clients contact their usual contact person.
2. A complaint can then be sent to the Claims department of the management company at the following address:

Tikehau Ace Capital  
Investor Relations  
32 rue de Monceau - 75008 Paris

Upon reception of your complaint, Tikehau Ace Capital undertakes to address you:

- An acknowledgement of receipt within 10 working days unless you already received an answer within this time limit.
  - A reply within a maximum of two months (except where legal claims or other litigation are underway). If a complaint cannot be dealt with within this time limit (e.g. archives to be repatriated, documentary research to be done, technical point, etc), Tikehau Ace Capital will send you an information letter to justify the need for an additional time limit.
3. Finally, as a last resort, a complaint can be sent free of charge to the Ombudsman of the Autorité des Marchés Financiers (AMF) by mail to:

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

A copy of the mediation request form is available on the AMF's website: <http://www.amf-france.org>. We inform you that the AMF's mediation charter can be consulted at the same address.

Updated on March 2022. This document can be updated by Tikehau Ace Capital 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.

4. Spanish Investors may also contact the alternative dispute resolution entities (Ombudsman) of the local regulatory authority:

Ombudsman of the CNMV  
Comisionado para la Defensa del Inversor de la CNMV  
Torre Serrano  
Serrano, 47  
28001 Madrid  
**Spain**  
[inversores@cnmv.es](mailto:inversores@cnmv.es)