

Complaint handling policy

Updated on January 16th, 2020

Scope

In accordance with the requirements of article 321-40 of the AMF General Regulations, Moneta Asset Management has established an efficient and transparent procedure for a reasonable and rapid handling of complaints addressed by existing or potential clients of the asset management company.

A complaint is considered as a written or oral declaration of the dissatisfaction of a professional or non-professional client towards the asset management company.

A request for information, advice, clarification, service or provision of service is not a claim.

Complaint management procedure

Any complaint can be sent to MONETA ASSET MANAGEMENT, 36 rue Marbeuf 75008 Paris France or by email: reclamation@moneta.fr should the concerned fund investor reside in a State where the units of the MONETA ASSET MANAGEMENT UCITS are distributed, any complaint may be written in the official language or one of the official languages of the defined State, and a reply will be written in the same language.

The management company will acknowledge receipt of the complaint within a maximum period of ten working days from receipt of the complaint, unless the reply itself is given to the client within that period. Except in special circumstances duly justified, it will provide a reply to the customer within two months of receipt of the complaint.

In the event of persistent disagreement, the client may contact a mediator, including the AMF mediator. The AMF mediator contact details are as follows:

Autorité des Marchés Financiers
Marielle Cohen-Branche, Médiateur de l'AMF (*AMF Ombudsman*)
17, place de la Bourse 75082 Paris Cedex 02

The mediation request form from the AMF and the mediation charter are available on the website <http://www.amf-france.org>

Management of personal data

In the context of processing complaints received on the basis of the aforementioned regulations, Moneta Asset Management collects personal data from a data subject, such as the identity of the person making the complaint, his or her contact details and the subject or context of the complaint, insofar as these relate to personal data such as the economic situation of the data subject. Failure to provide all or part of the necessary personal data may totally or partially deprive the data subject of the benefit of the regulatory provisions concerning the processing of complaints.

The controller of this processing is Moneta Asset Management, represented by its Chairman, who can be contacted at the address given in this document.

Data are retained for at least five years in accordance with regulatory requirements. Persons lodging a complaint are informed that their rights of access, rectification, deletion, limitation of processing and objection may be exercised by written communication to the address given in this document, and of the existence of the right to lodge a complaint with a supervisory authority.