

Complaint handling policy

Updated on July 27th, 2023

Scope

In accordance with the requirements of articles 318-10 and 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, by post for the attention of the Head of Compliance and Internal Control, 36 rue Marbeuf 75008 Paris France or by email: reclamation@moneta.fr

If, as a consumer, you have agreed an online service contract with us, you may also use the online dispute resolution platform available via the following link ec.europa.eu/consumers/odr

If the unitholder concerned resides in another Member State of the European Union in which the units of MONETA ASSET MANAGEMENT UCIs are marketed, any complaint may be addressed in the official language(s) of the State concerned, and a reply will be sent in the same language.

The Asset Management company will acknowledge receipt of the complaint within a maximum period of ten working days from the sending date of the complaint by the client, 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 following the sending date of the complaint by the client.

If you believe that the response to your complaint isn't acceptable, and in any circumstances within two months of the date on which you sent your first written complaint, you may contact the AMF Ombudsman free of charge, preferably by electronic form on the AMF website <https://www.amf-france.org/en/amf-ombudsman/mediation-file/request-meditation> or by post to 17 place de la Bourse 75082 Paris cedex 2, France.

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.

Collected information 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.