

COMPLAINTS POLICY

Overview and principles

Alliance Entreprendre has set up a complaints management system to deal effectively, transparently and consistently with complaints lodged by its customers, in accordance with applicable regulations.

Definition of a complaint

A complaint is a declaration of the customer's dissatisfaction with the professional. A request for information, advice, clarification, or services is not a complaint.

Handling of complaints

A complaint may be lodged by postal mail or e-mail, or be submitted to the customer's usual contact person. Complaints by postal mail should be addressed to:

Alliance Entreprendre,
5-7 rue de Montessuy
75007 Paris.

Complaints submitted via e-mail should be addressed to: contact@alliance-entreprendre.com, and specify "Complaint" in the subject line of the e-mail.

Processing times

Alliance Entreprendre is committed to:

- acknowledging receipt of all complaints it receives within a maximum period of 10 days, except in cases where a full response can be provided within this period.
- addressing complaints within a maximum of 2 months from the date of receipt.
- keeping the customer informed in the event that this deadline cannot be met, and reporting progress on the processing of his/her complaint as well as the circumstances preventing the deadline from being met.

Mediation of the Financial Markets Authority

The Autorité des Marchés Financiers has an Ombudsman available to any interested party, natural or legal person, in the context of an individual dispute falling within the scope of its powers, namely financial investments.

Letters by post may be sent to the following address:

AMF Ombudsman
Autorité des marchés financiers
17 place de la Bourse
75082 PARIS CEDEX 02

A mediation request form is also available on the AMF website (www.amf-france.org).