

COMPLAINTS HANDLING POLICY

Background

In accordance with applicable regulation, Amundi has implemented internal arrangements and procedures to treat client complaints in an efficient, transparent and harmonized manner. This process applies to all clients whether not professional or professional client.

Definition of the claim

A complaint is an expression of dissatisfaction made by a client either in writing or by any other traceable means.

Complaints handling within Amundi Group

Amundi Group undertakes to treat any complaint according to the following principles:

- transparency towards the client
- free access to the claims processing
- objectivity
- providing an answer in a reasonable timeframe, and where applicable within the local regulatory deadlines.

The complaint must be sent by mail or email to the usual contact of the client.