

POLICY ON PROCESSING COMPLAINTS FROM CLIENTS

Article 313-8 of the AMF General Regulations: "the Management Company draws up an efficient and transparent operational procedure with a view to processing complaints sent by non-professional clients, existing or potential, and records each complaint and the measures taken for processing it".

Dorval Asset Management has drawn up a procedure with a view to processing complaints made by its clients

For any complaint, you can send a letter either to your manager or directly to the management company at the following address:

Dorval Asset Management – 1 rue de Gramont 75002 Paris

We undertake to send you a letter acknowledging receipt within a maximum period of 15 working days from the date of receipt and to respond within a maximum period of 2 months from said date, except for duly substantiated exceptional circumstances that may occur.

In the event of dissatisfaction with regard to the follow-up given to your complaint, you can contact the AMF in the context of discretionary management or the ACP in the context of life insurance.

AMF contact information

Médiateur de l'AMF
Autorité des marchés financiers
17, place de la Bourse
75 082 Paris cedex 02 Coordonnées ACP

ACP contact information

Autorité de Contrôle Prudentiel
DCPC / SIR
61 rue Taitbout
75436 PARIS CEDEX 09