
Claim treatment

In accordance with the regulation in force, ODDO BHF Asset Management SAS informs its clients or potential clients or share classes holders in the funds it manages of how to file a claim against the management company.

1. DEFINITION OF A CLAIM

It is understood that a claim is a declaration of discontent addressed by the client or unit holders to the professional. A request for information, an opinion or a clarification is not a claim.

2. TERMS

AS A UNIT HOLDER IN A FUND MANAGED BY ODDO BHF ASSET MANAGEMENT SAS

Initially, the unit holder is asked to contact its usual advisor in the financial institution that recommended the product to him/her. If he/she does not receive a satisfactory response, he/she may send a registered letter to ODDO BHF Asset Management SAS at the following address: 12, Bld de la Madeleine, 75009 Paris or by email to the following email addresses claim.privateassets@oddo-bhf.com (only for funds invested in non listed asset like FCPR..) and service_client@oddo-bhf.com (for funds invested in listed assets).

His/her request will then be handled by the department concerned with the aid of ODDO BHF group's legal.

AS A DIRECT CLIENT OF ODDO BHF ASSET MANAGEMENT SAS

Initially, the client is asked to contact his/her usual commercial contact person at ODDO BHF Asset Management SAS that recommended the product to him/her. If he/she does not receive a satisfactory response, he/she may send a registered letter to ODDO BHF Asset Management SAS at the following address: 12, Bld de la Madeleine, 75009 Paris or by email to the following email addresses claim.privateassets@oddo-bhf.com (only for funds invested in non listed asset like FCPR..) and service_client@oddo-bhf.com (for funds invested in listed assets).

His/her request will then be handled by the compliance department concerned with the potential help of ODDO BHF group's legal.

3. TIME TAKEN IN DEALING WITH THE CLAIM

A letter acknowledging receipt of his/her claim will be sent to the client within ten working days after this claim is sent, unless a response was given to the client within this timeframe. The client receives a letter of response within a maximum of 60 days after the sending date of his/her claim, except in specific circumstances that are duly justified.

4. AMF MEDIATION

Article L 621 - 19 of the Monetary and Financial code states that "The authority is authorised to receive claims relating to matters within its jurisdiction from any interested party and to deal with them appropriately. When necessary, it proposes amicable resolution of the disputes brought to its attention, via conciliation or mediation".

Direct access to the AMF mediator (Mrs Marielle Cohen-Branche, 12 place de la Bourse 75082 Paris Cedex 02) is guaranteed and its contact details can easily be found on the AMF's web site (www.amf-france.org). The mediator may receive claims from any interested party, be they a natural or legal person, for a dispute or individual nature falling within the AMF's intervention scope.

Referral to the mediator is free of charge and can be made at any time by letter or by recorded delivery, or by filling in the online form at the following link (<https://www.amf-france.org/fr/le-mediateur-de-lamf/votre-dossier-de-mediation/vous-voulez-deposer-une-demande-de-mediation>).

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