
Claim treatment

In accordance with the regulation in force, ODDO BHF Private Equity informs its unit 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 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 ALTERNATIVE INVESTMENT FUND (AIF) MANAGED BY ODDO BHF PRIVATE EQUITY

Initially, the unit holder is asked to contact his usual advisor in the financial institution that recommended the product to him. If he does not receive a satisfactory response, he may send a registered letter to ODDO BHF Private Equity at the following address: 12, Bld de la Madeleine, 75009 Paris. His 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 usual commercial contact person at ODDO BHF Private Equity that recommended the product to him. If he does not receive a satisfactory response, he may send a registered letter to ODDO BHF Private Equity at the following address: 12, Bld de la Madeleine, 75009 Paris. His request will then be handled by the department concerned with the help of ODDO BHF group's legal.

3. TIME TAKEN IN DEALING WITH THE CLAIM

A letter acknowledging receipt of his claim will be sent to the client within ten working days after this claim is received, unless a response was given to the client within this timeframe.

The client receives a letter of response within a maximum of two months after the reception date of his 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 mediator 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.

Any claim submitted to the mediator must first have been the subject of a written procedure that was wholly or partially rejected by the professional.

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