

Complaint Handling Policy

Unigestion Asset Management (France)

Paris, the 1st of September 2014

Applicable Regulation

Investment services providers shall establish and maintain operational an effective and transparent procedure for reasonable and prompt handling of complaints received from retail clients or potential retail clients, and from all Alternative Investment Funds (AIF) unit holders or shareholders.

Information on the complaint handling procedure shall be made available to retail clients free of charge.

This policy concerns both existing or potential retail clients and unit holders or shareholders from AIF managed by Unigestion Asset Management (France) SA.

Claiming the Investment Service Provider

Any complaint can be addressed free of charge by mail to the attention of:

Unigestion Asset Management (France)

Senior Management

12 Avenue Matignon

75008 Paris FRANCE

You can indicate the reason of your complaint (dissatisfaction/discontent) in the purpose of your mail.

We recommend you to address your complaint with a return receipt (legal proof of receipt).

Complaint Handling

After receiving, the Senior Management transmits the complaint to the Compliance Officer and the Manager who analyze the complaint in order to give you satisfaction and to comply with the respect of your interests.

The answer is next validated by the Senior Management and addressed to you attention by registered mail with a return receipt.

Delay of Handling

The delay of handling depends on the nature of the complaint.

In every instance UAMF addresses a mail of receipt within a maximum of 10 days from the date of receipt of the complaint.

UAMF will respond to the complaint within a maximum of two months from the date of receipt of the complaint.

Indicated delays start from the date of receipt of the complaint. The complaint is dated from the receipt in order to guarantee the respect of delays.

In the event of your complaint has been rejected either totally or partially by UAMF, a claim can be brought to the attention of the Ombudsman.

The Mediation Process

The Ombudsman may be contacted by any person or legal entity, involved in a dispute of an individual nature falling within the Autorité des Marchés Financiers jurisdiction. The mediation procedure is confidential and free of charge.

The Ombudsman intervenes in disputes relating to investor information, order execution (lead-time, order content), portfolio management and custody. The Ombudsman's Office does not have jurisdiction in the field of taxation, life insurance or banking. It does not advise on individual investment opportunities.

A claim may only be brought to the attention of the Ombudsman when a prior action has been taken against the investment services provider or issuer, and your complaint has remained unanswered or has been rejected either totally or partially. In addition the Ombudsman cannot intervene if an AMF audit or enquiry is underway or if legal proceedings have already been initiated.

You can contact the Ombudsman by writing to:

Mrs Marielle Cohen-Blanche
The AMF Ombudsman
Autorité des Marchés Financiers
17 Place de la Bourse
75082 Paris Cedex 02, France

Each party presents their position in the dispute and produces legible copies of supporting documents in their possession (e.g. account agreements, discretionary mandates, subscription forms, trade confirmations, account statements, management reports, letters, emails, screen shots, etc.). Both parties are heard and a written record is kept of the procedure. The Ombudsman can ask the parties to meet. He will seek to find a solution acceptable to both parties, and the parties will then indicate whether they agree to it. If they do, the Ombudsman will see that it is put into effect. The parties can modify the solution or decide at any time to terminate the procedure.

In principle, mediation lasts three months from the time when all useful evidence has been supplied to the Ombudsman by the parties.

For any further information regarding the Ombudsman or to access to the Mediation Charter you can consult the AMF Website : www.amf-france.org