

Claims Handling Policy

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I. Introduction

❖ Purpose of the policy

In the event of a complaint from a client, Kepler Cheuvreux has implemented a claim handling policy aimed at providing a clear, accurate and up-to-date information on the complaint process for the purpose of processing a complaint. prompt complaints from customers.

❖ Scope

This policy is applying to all Kepler Cheuvreux Group entities, except Kepler Capital Markets, Inc.

❖ Regulatory rules

Article 26 of Delegated Regulation 2017/565

AMF instruction 2012-07

II. Definition

A claim is a statement of the client's dissatisfaction with Kepler Cheuvreux.

A request for information, advice, clarification, service or service is not a claim.

III. Complaints Process

❖ Format

The claim must be addressed by written

- By email

To the following email address: compliance@keplercheuvreux.com mentioning in the object that it is a claim

- By mail

To the following address: Kepler Cheuvreux
Service gestion des réclamations/ Compliance
112 avenue Kléber
75116 Paris

❖ **Delay of treatment**

Kepler Cheuvreux undertakes to acknowledge the receipt of the complaint within 10 working days of its receipt by the services in charge of processing.

Subsequently, Kepler Cheuvreux agrees to provide a reasoned response within 2 months of receipt of the claim.

❖ **Service in charge**

The service in charge of the treatment is the Compliance Department

IV. Register of the claims

The compliance department of Kepler Cheuvreux must keep a register of the claims to record all claims received.

V. In case of dissatisfaction

If the client is not satisfied by the answer given by Kepler Cheuvreux to his claim, he can contact the mediation service of the French regulator, Autorité des Marchés Financiers (AMF) whose contacts are available at the following address:

The Mediator – Autorité des marchés financiers
17 Place de la Bourse
75082 PARIS CEDEX 02