

CLIENT COMPLAINT MANAGEMENT POLICY

Vauban Infrastructure Partners has established and operates a procedure in order to manage client complaints, in accordance with the applicable legal framework.

A complaint is defined as a claim caused by the client's dissatisfaction with the investment service provider. A request for information, advice, clarification or service is therefore not considered to be a complaint.

Any complaint may be sent to Denis MICHEL at the following e-mail address: denis.michel@vauban-ip.com or at the following postal address: 115, rue Montmartre 75002 Paris – France. Complaints can be expressed either in French or in English.

Vauban Infrastructure Partners will confirm receipt of the complaint within 10 working days from receipt, unless the answer is provided to the client in the meantime;
An answer within a maximum period of 2 months (unless the complaint concerns particular circumstances, which will be duly explained).

Except in exceptional circumstances duly justified, Vauban Infrastructure Partners will provide the relevant client with an answer within 2 months of receipt of the complaint.

Processing of any complaint will be free of charge.

In the event an answer provided by Vauban Infrastructure Partners does not meet the client expectations, you are also able to contact the AMF Ombudsman, using the following link: www.amf-france.org, or write to the following address: Médiateur de l'AMF, Autorité des Marchés Financiers, 17 place de la Bourse, 75 082 Cedex 02, France.

Additional information on the Mediation Charter are available on the AMF website (https://www.amf-france.org/en_US/Le-mediateur-de-l-AMF/Le-mediateur-mode-d-emploi/Charte-de-mediation?langSwitch=true).