

Annex 2 - Complaints handling policy

In accordance with Articles 318-10 and 318-10-1 of the General Regulations of the Autorité des Marchés Financiers and AMF Instruction No. 2012-07, Ekkio Capital has developed an efficient and transparent procedure for the reasonable and prompt handling of complaints made by its clients. This procedure concerns all complaints, regardless of the client, the product or service in question and the nature of your complaint.

Definition

A complaint is defined as a statement of dissatisfaction of the customer / holder towards the professional. A request for information, advice, clarification, service or benefit is not a complaint.

Methods of transmission

Complaints may be sent

- (i) by mail to Ekkio Capita, 7-9 rue La Boétie, 75008 Paris, France, or
- (ii) by e-mail to the following address: finance@ekkiio.fr or
- (iii) by phone at the following number +33 1 84 17 16 00

Processing time

Ekkio Capital ensures that the claims processing phase is carried out promptly and fairly towards its clients and undertakes to

- Acknowledge receipt of any complaint within 10 working days, by any means. A response to the complaint within this period exempts Ekkio Capital from acknowledging receipt of the complaint;
- to respond to any complaint within a maximum period of 2 months, except in the case of special circumstances duly justified, between the date of receipt of the complaint and the date of sending the response to the client.

Ekkio Capital undertakes to respond to the client's requests for information on the processing of his complaint. If a claim cannot be processed within this time frame (archives to be repatriated, documentary research, technical point), Ekkio Capital will send the Client a letter of information to justify this additional delay.

Registration of the complaint

Upon receipt of the client's complaint, it is forwarded to the Secretary General and the Compliance and Internal Control Officer (CCIO). The RCCI keeps a copy of the complaint.

A register of complaints is kept in order to list all complaints that may be addressed to Ekkio Capital. This register contains in particular the following elements: number of the complaint, date of the complaint, name of the client, client account concerned, method of transmission, description, person following the complaint, actions, resolution, date of response to the client.

Management of the complaint

The Secretary General prepares the response to the complaint.

The draft response is submitted to the RCCI and the General Secretary's Department.

Once validated, the response is sent to the client within the regulatory deadline and a copy indicating the date of sending the letter is recorded in the register of complaints.

Ekkio Capital will ensure the utmost confidentiality in the processing of your complaint.

In the event that the complaint is deemed incomplete, a request for additional information will be sent to the client in order to process the file.

Recourse

Ekkio Capital does not itself have an internal mediation service. However, if you are not satisfied with the outcome of your complaint, a complaint may be sent free of charge to the mediator of the Autorité des Marchés Financiers ("AMF")

- either by filling in the following form: <https://www.amf-france.org/fr/le-mediateur-de-lamf/votre-dossier-de-mediation/vous-voulez-deposer-une-demande-de-mediation>

- or by sending a letter to the AMF Ombudsman: AMF Ombudsman

Autorité des marchés financiers

17, place de la Bourse

75082 Paris Cedex 02.

The AMF mediation request form and the mediation charter are available on the AMF website, "The Ombudsman" section: <https://www.amf-france.org/fr/le-mediateur>