



Aligning capital with purpose

Complaints handling policy

Context

In accordance with the regulations in force, ATLAS RESPONSIBLE INVESTORS (hereinafter "ATLAS") has established and maintains an operational procedure adapted to the rapid and efficient handling of complaints from its clients.

This complaints handling policy applies to all management activities and services offered by ATLAS, including :

- Collective management
- Portfolio management on behalf of third parties (discretionary management)
- Investment advice

Content of the policy

1. Definition of a claim

Any statement of dissatisfaction by a customer towards ATLAS shall be considered a complaint.

2. Complaints handling procedure

Any complaint can be sent by mail to ATLAS at the following address:

Atlas Responsible Investors
5 avenue Carnot
75017 Paris - France

Alternatively, any complaints can be sent by email to compliance@atlasinvest.fr

3. Processing time

ATLAS will acknowledge receipt of the complaint within a maximum of ten working days from submission of the complaint. Except in the case of duly justified special circumstances, it will provide a response to the customer within two months of the complaint' submission.

4. Recourse

In the event of a persistent disagreement, the customer may contact a mediator, including the AMF Ombudsman. The contact details of the AMF Ombudsman are as follows :

Autorité des Marchés Financiers - AMF Ombudsman
17 place de la Bourse
75082 Paris Cedex 02.

The form for requesting mediation from the AMF and the mediation charter are available on the website [www.amf-france.org](https://www.amf-france.org/fr/le-mediateur-de-lamf/votre-dossier-de-mediation/vous-voulez-deposer-une-demande-de-mediation), (<https://www.amf-france.org/fr/le-mediateur-de-lamf/votre-dossier-de-mediation/vous-voulez-deposer-une-demande-de-mediation>).