



Claims and complaints processing Policy

iM Global Partner (Switzerland) Sàrl
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INTERNAL

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1. Object

In accordance with Federal Act on Financial Services (FinSA) dated 15 June 2018 and Ordinance on Financial Services (FINSO) dated 6 November 2019, this document presents the approach adopted by iM Global Partner (Switzerland) Sàrl for the processing of claims.

This document is made available on www.imgp.com

The data relating to claims and complaints shall be archived within two months of the closure of the processing and kept for a maximum period of 5 years.

iM Global Partner SAS (France entity) and its branches, iM Global Partner Asset Management S.A. (Luxembourg entity) and iM Global Partner UK (UK entity) have specific policies also available on www.imgp.com.

2. Claims and complaints processing setup

Claims and complaints may be made by clients to whom an investment service has been provided in writing or email. They are received by the Compliance team of iM Global Partner.

The Compliance Officer is immediately informed of the claim and involved in its processing.

A treatment without delay by the person or the service which received it is initiated. This service or person has 10 business days from receipt to send an acknowledgment to the claimant with the support of the Compliance Officer.

A response is sent to the claimant within 1 month of receipt of the claim by iM Global Partner, in the language in which the claim was made (provided that it is an official language of a State in which the relevant fund has been marketed).

A regular report including the list of claims being processed and past claims made to iM Global Partner as well as the tracking of responses and deadlines is made to management.

3. Investor information

Any complaint can be addressed to your usual contact within iM Global Partner or to the Compliance Officer at the following address:

iM Global Partner
RCCI
5 Rue Royale
75008 Paris - FRANCE

Or e-mail: compliance@imgp.com

Clients are also informed about the possibility to use the mediation of Finanzombudsstelle Schweiz (FINOS), legally recognized ombudsman pursuant to Art. 84 para. 1 FinSA, whereby iM Global Partner (Switzerland) Sàrl is affiliated. Ombudsman own conditions apply (mediation is generally free of charge for customers of financial service providers).

Finanzombudsstelle Schweiz (FINOS) can be contacted online at:

<https://www.finos.ch/mediation/>

or by mail to the following address:

Finanzombudsstelle Schweiz (FINOS) Talstrasse 20 CH-8001 Zürich Switzerland

Finanzombudsstelle Schweiz (FINOS)

Talstrasse 20
CH-8001 Zürich
Switzerland

iM Global Partner (Switzerland) Sàrl

Mr Thomas Schwere
rue Bovy-Lysberg 2
c/o CMS von Erlach Poncet SA
Succursale de Genève
1204 Geneva
Schweiz

Zürich, 02.12.2020

Confirmation affiliation to our ombudsman service

Dear Mr Schwere

You have made an application to be affiliated to our ombudsman service. We are pleased to inform you that the result of your application examination was positive. With this letter, we confirm your affiliation with our ombudsman service. Your affiliation fulfils the legal obligation to be affiliated to an ombudsman pursuant to Art. 77 FinSA.

Finanzombudsstelle Schweiz (FINOS) is a legally recognized ombudsman pursuant to Art. 84 para. 1 FinSA.

Kind regards



Beyzade Han,
Ombudsman