

RGREEN INVEST COMPLAINTS HANDLING POLICY - 2024

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1. Object

This document sets out the approach adopted by RGREEN INVEST in handling complaints from its clients / investors / unitholders and counterparties.

In accordance with Article 318-10 of the AMF General Regulation, "*the asset management company shall establish and maintain an efficient and transparent procedure for the reasonable and prompt processing of complaints sent by all unitholders or shareholders of AIFs when no investment service is provided to them at the time of subscription.*"

For RGREEN INVEST, the principle of primacy of its clients' interests is paramount. The management company has therefore established a customer complaint management system whose purpose is to deal efficiently, transparently and with the same attention with all customer complaints.

2. Approach adopted by RGREEN INVEST

RGREEN INVEST is a management company approved by the AMF that manages funds under French law. RGREEN INVEST has set up complaint processing systems for each fund under management that meet regulatory requirements.

As part of the complaint processing system, RGREEN INVEST undertakes to implement the following actions:

- I. Acknowledge receipt of the complaint within a maximum of 10 working days from receipt of the complaint, unless the response has itself been provided to the investor within this period.
- II. Respond to each complaint within a maximum of 2 months of receipt of the complaint, unless special circumstances arise that are duly justified. If, in the event of the occurrence of special circumstances, RGREEN INVEST is unable to comply with these deadlines, it undertakes to provide information concerning the reason for this delay.
- III. Centralize and archive all complaints received, subject to the various regulations and procedures in place.
- IV. Involve the Investor Relations functions (in charge of receiving and processing complaints), Compliance and Internal Control (in charge of monitoring), as well as the management bodies through regular reporting.

3. Investor Relations Department

For any complaint, please contact us:

By mail to the following address:

Stéphanie Bégué – RGREEN INVEST
47-51 rue de Chaillot – 75016 Paris

By email: sbegue@rgreeninvest.com

4. AMF Mediator

If you are not satisfied with the response to your complaint, you have the option of appealing, free of charge, to the mediator of the Autorité de Marchés Financiers:

AMF Mediator
Autorité des Marchés Financiers
17, Place de la Bourse
75082 Paris Cedex 02.

The AMF mediation application form and the mediation charter are available on the website <http://www.amf-france.org>