

## COMPLAINTS PROCEDURE

The purpose of this section is to provide you, in accordance with regulatory requirements, and in particular the Law on Financial Services ("LSFin") with information on the procedure for handling complaints by Degroof Petercam Asset Management S.A. and Degroof Petercam Asset Management Suisse Sàrl (hereinafter "DPAM") in the context of the financial services provided by DPAM Belgium and DPAM Switzerland on Swiss territory. .

DPAM aims to provide services that meet all of its customers' requirements. However, if you are not satisfied with the services provided to you in Switzerland by DPAM B, DPAM Italian branch or DPAM Switzerland, you can send your comments and complaints directly in writing to DPAM's Complaints Management Service in connection with the financial services provided to you by DPAM in Switzerland, the financial instruments offered or managed by DPAM or the conduct of your advisor.

The complaint must be in writing, signed, and sent to the postal address or electronic address of DPAM's complaints management service.

As soon as the complaint is received, the DPAM's Complaints Management Service records the complaint in the complaints register, notifies the client within a maximum of 5 bank business days that his/her complaint has been received and collects the information required to handle the complaint from the various DPAM individuals or entities.

In all cases where the complaint is categorized as being of high or critical risk based on its direct or indirect financial repercussions or reputational impact, the Person Responsible for Handling the Complaint will notify the Management Board who decides on the recommendations made by the Person Responsible for Handling the Complaint, the Risk Manager and the Compliance Officer.

Any such claim may be made in French or English or in the language in which the CIS' documentation is translated for marketing purposes in the State of the investor concerned.

Any complaint may be lodged by mail or email addressed to the Complaints Management Service of DPAM to one of the following addresses:

For the services provided to you by DPAM Switzerland:

Degroof Petercam Asset Management Suisse Sàrl  
Service de Gestion des Plaintes  
Place de l'Université 8  
1205 Genève  
Suisse

E-Mail : [claimsDPAM@degroofpetercam.com](mailto:claimsDPAM@degroofpetercam.com)

For the services provided to you by DPAM Italian Branch:

Degroof Petercam Asset Management – Succursale Italiana  
Piazza Cavour 2,  
20121 Milan  
Italia

E-Mail : [claimsDPAM@degroofpetercam.com](mailto:claimsDPAM@degroofpetercam.com)

For the services provided to you by DPAM (Belgium):

For funds established under Belgian law

Degroof Petercam Asset Management SA/NV  
Service de Gestion des Plaintes  
Rue Guimard 18  
1040 Bruxelles  
Belgique  
E-Mail : [claimsDPAM@degroofpetercam.com](mailto:claimsDPAM@degroofpetercam.com)

For funds established under Luxembourg law

12, rue Eugène Ruppert  
L-2453 Luxembourg  
Grand- Duché de Luxembourg

Each client of a financial institution, who acts as a natural person in his/her own interests, can introduce a complaint to a neutral mediation body free of charge if he or she didn't obtain a satisfactory solution for his/her problem from his/her financial institution:

<p>Ombudsfm - Service de médiation des services financiers North Gate II, Boulevard du Roi Albert II, n°8, bte. 2 1000 Bruxelles Belgique</p> <p>Tél. : +32 2 545 77 70</p> <p>Contact: <a href="mailto:ombudsman@ombudsfm.be">ombudsman@ombudsfm.be</a> <a href="https://www.ombudsfm.be/en/contact">https://www.ombudsfm.be/en/contact</a></p>	<p>Swiss Arbitration Centre</p> <p>4, Boulevard du Théâtre CH - 1204 Genève Switzerland Tel: +41 22 819 91 57 E-mail: <a href="mailto:centre@swissarbitration.org">centre@swissarbitration.org</a></p> <p>Corso Elvezia 16 – P.O. Box 6901 Lugano Switzerland Tel: +41 91 911 51 11 E-mail: <a href="mailto:centre@swissarbitration.org">centre@swissarbitration.org</a></p> <p>Löwenstrasse 11 – P.O. Box 8021 Zurich Switzerland Tel: +41 44 217 40 58 E-mail: <a href="mailto:centre@swissarbitration.org">centre@swissarbitration.org</a></p> <p><a href="https://www.swissarbitration.org/contact/">https://www.swissarbitration.org/contact/</a></p>
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