

## COMPLAINT MANAGEMENT POLICY

In accordance with the applicable regulations, **Lyxor Asset Management** and **Lyxor International Asset Management** (hereinafter collectively “**Lyxor**”) have implemented a system for managing client complaints to ensure that all complaints are properly handled and given an appropriate response.

### What is a complaint?

A complaint is the written or spoken expression of a client’s dissatisfaction with regard to an investment or other service.

Requesting a service, information, clarification or an opinion does not constitute a complaint.

### How to handle complaints

Lyxor undertakes to handle client complaints as follows:

- **Handling and response time:** we will acknowledge receipt of your request within ten working days and respond no later than two months after it has been received, except in special circumstances (you will be informed of this accordingly).
- **Transparency:** we will respond to any request for information on how your complaint is being handled and keep you informed of any special circumstances that may affect the expected handling time.
- **Cost:** you will not be charged for the handling of complaints by Lyxor.

### How to file a complaint

You can file a complaint by email or by post to the following addresses:

#### Lyxor Asset Management

Client Services AM  
189, rue d’Aubervilliers  
75886 Paris Cedex 18 – France  
[client-services@lyxor.com](mailto:client-services@lyxor.com)  
(+33) 1 42 13 31 31

#### Lyxor International Asset Management

Client Services ETF  
189, rue d’Aubervilliers  
75886 Paris Cedex 18 – France  
[client-services-etf@lyxor.com](mailto:client-services-etf@lyxor.com)  
(+33) 1 42 13 92 19

### Mediation by the Financial services regulatory authority (AMF)

If you are unsatisfied with Lyxor’s response, you may also file your complaint with the Ombudsman of the Financial services regulatory authority (AMF).

You can file a complaint with the Ombudsman electronically by completing the online form on the AMF website (<http://www.amf-france.org/>), or by post to the following address:

AMF Ombudsman  
Autorité des marchés  
financiers, 17 place de la  
Bourse  
75082 PARIS CEDEX 02

The mediation charter is available on the AMF website.