

Claims handling policy

In accordance with articles 318-10 and 318-10-1 of the General Regulations of the Autorité des Marchés Financiers and AMF instruction n°2012-07, Ekkio Capital has drawn up an efficient and transparent procedure for the reasonable and prompt handling of complaints made by its customers. This procedure applies to all complaints, regardless of the customer, the product or service in question or the nature of the complaint.

Definition

A complaint is defined as a statement of dissatisfaction by the customer/carrier towards the professional. A request for information, advice, clarification or service is not a claim.

How to send complaints

Complaints can be sent :

- (i) by post to Ekkio Capital, 7-9 rue La Boétie, 75008 Paris, France, or
- (ii) by e-mail to the following address: finance@ekkio.fr or
- (iii) by telephone on +33 1 84 17 16 00

Processing times

Ekkio Capital ensures that the claims processing phase is carried out swiftly and fairly towards its customers and undertakes :

- to acknowledge receipt of any claim within 10 working days of the date of dispatch of the written claim, by any means. A response to the complaint within this time limit exempts Ekkio Capital from acknowledging receipt of the complaint;
- to respond to any complaint within a maximum period of 2 months, except in the case of duly justified special circumstances, between the date of receipt of the complaint and the date of dispatch of the response to the client.

Ekkio Capital undertakes to respond to the customer's requests for information on the progress of his or her claim. If a claim cannot be processed within this timeframe (archives to be repatriated, documentary research, technical issue), Ekkio Capital will send the customer a letter explaining the additional delay.

Recording the complaint

On receipt of the customer's complaint, it is forwarded to the Company Secretary and the Compliance and Internal Control Manager (RCCI). The RCCI keeps a copy of the complaint.

A complaints register is kept in order to list all complaints that may be addressed to Ekkio Capital. This register contains the following information: claim number, claim date, customer name, customer account concerned, method of transmission, description, person following up the claim, actions, resolution, date of reply to the customer.

Claim management

The General Secretary prepares the response to the claim.

The draft response is submitted to the RCCI and to the General Secretary's Management.

Once validated, the response is sent to the customer within the regulatory timeframe, and a copy indicating the date the letter was sent is recorded in the complaints register.

Ekkio Capital will treat your complaint with the utmost confidentiality.

If the claim is deemed incomplete, a request for further information will be sent to the client so that the file can be processed.

Recourse

Ekkio Capital does not itself have an internal mediation service. However, if you are not satisfied with the action taken in response to your complaint, you may submit a complaint free of charge to the ombudsman of the Autorité des Marchés Financiers ("AMF")

- by completing the following form: <https://www.amf-france.org/fr/le-mediateur-de-lamf/votre-dossier-de-mediation/vous-voulez-deposer-une-demande-de-mediation>

- or by writing to the AMF Ombudsman : AMF Ombudsman

Autorité des marchés financiers

17, place de la Bourse

75082 Paris Cedex 02.

The AMF mediation request form and the mediation charter are available on the AMF website, in the "The Mediator" section: <https://www.amf-france.org/fr/le-mediateur>