

## Complaints handling policy

Updated: December 2020

In accordance with Article 318-10 and 10-1 of the AMF General Regulation and AMF Instruction 2012-07, recommendation 2016-R-02 of 14 November 2016 on handling complaints, amended on 6 December 2019, Article 22 2 (c) and 26 of the delegated regulation supplementing MiFID 2, BlackFin Capital Partners (hereinafter referred to as the "Company") implements an effective, equal and harmonised complaints handling policy to best meet the needs of its investors.

This policy is intended to cover all complaints from investors involving the expression of dissatisfaction. A simple request for information or service would not constitute one.

Such complaints may relate in particular to portfolio management, the legal documentation presented or any other service provided.

### 1. Handling of complaints by BlackFin Capital Partners

The Company has appointed Bruno Rostain, Head of Compliance and Internal Control (RCCI), as contact person and responsible for handling complaints in order to respond as effectively as possible to customer requests.

Access to this complaints procedure is completely free of charge to ensure equal treatment of all such complaints.

A complaint may be made in French or English. The latter must specify in the subject line that it is a claim, mention the fund concerned and specify the customer's full contact details.

Please send any complaint either to:

**By post:** BLACKFIN CAPITAL PARTNERS  
Sabine Mathis - Complaints  
15 rue Laborde 75008 Paris, France

**By telephone (non-premium rate):** +33 (0)1 75 00 02 30. Each complaint made by telephone will then be acknowledged by email in order to handle each complaint received in the best possible manner.

**By fax:** +33 (0)1 75 00 02 39

**By email:** [contact@blackfin.com](mailto:contact@blackfin.com)

## 2. Deadlines for handling complaints

The Company undertakes to acknowledge receipt of each complaint within 10 days should no response have been provided before that. Each complaint will be responded to within a maximum of 2 months from the date on which it is received. If this period cannot be met, the Company will immediately inform the customer, providing all necessary supporting documentation.

Each complaint is then archived. The incident register is kept by the Compliance and Internal Control Manager, who tracks how each incident is handled.

## 3. AMF mediation

In accordance with Article L. 316-1 and L. 621-19 of the French Monetary and Financial Code (COMOFI) and the provisions of the French Consumer Code, any consumer has the right to use a mediator free of charge. If the response provided by the Company does not satisfy the customer, the customer may use a mediator appointed by the AMF.

The complaint can then be sent to:

**By post:** AMF mediator  
Financial Markets Authority  
17 place de la Bourse  
75082 Paris Cedex 02, France

**By electronic form:** <https://www.amf-france.org/fr/le-mediateur>