

Complaints handling policy

Updated: February 2024

In accordance with the regulations in force, BlackFin Capital Partners (hereinafter referred as the “**Company**”) implements an effective, fast, free, equal and harmonised complaints handling policy to meet in the best way the needs of its investors.

The purpose of this policy is to manage investors complaints related to dissatisfaction with the management company.

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

A simple request for information, advice, clarification, or for a service or benefit is not considered as a complaint.

1. Handling of complaints by BlackFin Capital Partners

The Company has settled an equal, harmonised complaints handling system. BlackFin Capital Partners’ Compliance Officer has been appointed as referent. He is in charge of handling complaints in order to respond as effectively as possible to customer requests.

Access to this complaints handling policy is completely free of charge (via the management company's website) to ensure equal treatment of all such complaints.

A complaint may be submitted in French or English. The complaint 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
Jean-Philippe Latour - Complaints
2 place Rio de Janeiro 75008 Paris, France

By telephone (non-premium rate): +33 (0)6 74 90 70 75. Each complaint made by telephone will then be acknowledged by email . A written confirmation can be asked to be sure that the complaint is perfectly understood. Customers are then asked to provide their contact details.

By email: contact@blackfin.com

2. Deadlines for handling complaints

The Company undertakes to acknowledge receipt of each complaint within 10 working days, by any means should no response have been provided before that. Each complaint will be responded to within a maximum of 2 months from the date of sending the complaint (except in special circumstances which must be duly justified). If this period cannot be met, the Company will immediately inform the customer, providing all necessary supporting documentation. This response must give a clear, explicit explanation of the reason for the customer's dissatisfaction.

Each complaint is then archived. The complaints register is managed by the Compliance Officer, who tracks how each incident is handled.

3. AMF mediation

If the complaint is rejected by the management company, or if the response does not fully or partially satisfy the customer, the customer may then have submit a request, free of charge, to a mediator appointed by the AMF in accordance with Title I of Book VI of the French Consumer Code.

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>

If the complaint is rejected by the management company, information on how to contact the above mediator will be specified in the rejection letter.