

# Handling of Complaints

## AXA Investment Managers Paris

AXA Investment Managers Paris continuously strives to provide you with the highest quality of service possible.

However, aware that problems can sometimes arise, our complaint handling management framework is there to help you.

Our framework has two main objectives:

- **Improve customer satisfaction** through a reasonable and quick handling of complaints we receive.
- **Improve our products, procedures, and the operation of our organisation.** By identifying weaknesses and potential problems, complaint monitoring helps us to implement the appropriate corrective action needed.

The purpose of this document is to explain how to submit a complaint. It is also designed to inform you on our commitments and provide you with all helpful information about our complaint handling procedure and available remedies you have.

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### DO YOU HAVE A COMPLAINT ?

A complaint is a **declaration of your dissatisfaction** with AXA Investment Managers Paris in relation to one of the investment services provided to you (asset management / investment advice), to the subscription of one of our fund or to its legal documentation.

Any request sent to AXA Investment Managers Paris for information, clarification or any opinion, clarification, service or benefit requested will be handled by our teams without being considered as a complaint.

# HANDLING OF COMPLAINTS

## AXA INVESTMENT MANAGERS PARIS

### HOW TO SUBMIT YOUR COMPLAINT ?

1/ - You may submit your complaint at any time to **our Client Services department**, which will seek to reach a solution.

**By e-mail** at the address below, specifying in the subject of your message that it is relating to a complaint:

[clientservice@axa-im.com](mailto:clientservice@axa-im.com)

**By post** to the following address:

AXA Investment Managers Paris (Service Client)  
Tour Majunga  
6 , place de la Pyramide  
92908 Paris - La Défense Cedex.- France

**By telephone** (no surcharge):

France: 01 44 45 85 65

Outside France: +33 (0)1 44 45 85 65

(You may be asked for a written confirmation by e-mail or post.)

2/ - If you subscribed to one of our fund on the advice of an intermediary **who does not belong to the AXA Investment Managers Group**, please kindly submit your complaint directly to this financial institution. Contact information for the complaint department is generally available on the website of the entity in question.

Otherwise, and if an AXA Investment managers entity or product is involve, our staff can act as a relay with this intermediary. For this purpose, your complaint must include the name of this institution as well as any helpful information that you may have so that your complaint can be handled efficiently.

### OUR COMMITMENTS

We guarantee a free, fast and transparent complaint handling and as efficient as possible to find a solution that satisfies you.

### FREE SERVICE

We will handle your complaint free of charge. You will not incur any special costs (administrative nor other fees) associated with handling your complaint.

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### TIMELINESS

AXA Investment Managers Paris is committed to handle complaints within the following timeframe:

- maximum of ten working days from the receipt of your complaint for an acknowledgement of receipt, unless you obtained a response within this period;
- maximum of two months between the date of your complaint receipt and the date when the response is sent to you, unless a special circumstance occurred that is duly justified to you.

### TRANSPARENCY

We promise to respond to any information requested concerning information the progress of your complaint handling.

We will also keep you informed when, due to special circumstances, we are unable to provide a response within the promised timeframe.

### EFFICIENCY

Our Client Services department has the necessary resources and expertise for a fair and consistent complaints handling from our customers or prospects, including non-resident one.

Axa IM Paris set up a Policy of complaints' handling and controls are in place in order to identify any dysfunction and to follow the implementation of the remedial actions plan associated if any.

In addition to French and English, which are our standard working languages, customers who hold units or shares of funds marketed in a member State of the European Union may send their complaint to us in the official language of this State and will receive a response in this same language.

### REFERRAL TO THE AMF MEDIATOR

AXA Investment Managers Paris is a management company regulated by the French Financial Markets Authority (AMF). The AMF has a mediation service to which you may refer regarding the resolution of your complaint.

You can contact at any time (free of charge) the AMF by post to the following address : 17 place de la Bourse 75082 Paris cedex 2 or by electronic form via the AMF website <https://www.amf-france.org/le-mediateur>

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