



C4 Ventures

Complaint Processing Policy

This information has been prepared in accordance with the French Financial Markets Authority's General Regulation and AMF Guideline No. 2012-07.

It serves to inform shareholders or unitholders (hereinafter C4 VENTURES's "Clients") of the procedure for processing complaints.

This only concerns declarations arising from the Client's displeasure with the industry professional, and it excludes requests for information, opinion, clarification, service, or performance.

The person responsible for processing complaints at C4 VENTURES: M. Boris Bakech, Partner.

All Clients who wish to file a complaint with C4 VENTURES may do so by sending a letter to the following address:

C4 VENTURES
Mr. Boris Bakech, Partner
1, rue François 1er
75008 Paris

A complaint may also be sent to C4 VENTURES
- by email: complaints@c4v.com

To ensure that we have indeed received the complaint, we recommend that the Client send us the complaint requesting a confirmation of receipt.

Timeframes for processing complaints:

C4 VENTURES shall send the Client confirmation of receipt within 10 days, unless the complaint can be processed more quickly. The request will be processed within a timeframe not to exceed 2 months from the date of this confirmation of receipt.

Recourse:

If you are dissatisfied with the response to your complaint, you may appeal to:

- The AMF Ombudsman for third-party asset management and investment services

Autorité des Marchés Financiers
Madame Marielle Cohen-Branche
Médiateur de l'AMF
17 place de la Bourse
75082 Paris Cedex 02

The AMF's mediation request form and mediation charter are available at <https://www.amf-france.org/en/amf-ombudsman>

- The Insurance Mediator for insurance brokerage services or the management of accumulation units:

The Insurance Mediator
TSA 50110
75441 Paris Cedex 09

The mediation form is available at <http://www.mediation-assurance.org/Saisir+le+mediateur>

- Other EEA member countries, Switzerland, and the UK

With regard to services provided in other EU countries, Switzerland, and the UK, C4 VENTURES informs of the possibility of appealing to the relevant Ombudsman of the National Competition Authority, the list of which is kept by the European Commission: [FIN-NET members](#)

These procedures are confidential, free of charge, non-binding, and involve all parties. Each party may terminate such a procedure whenever it wishes, and it retains the right to file a legal complaint before a court.

However, before appealing to the ombudsman, the Client must first approach the person responsible for processing complaints at C4 VENTURES.