

Client's claim processing policy

In accordance with Delegated Regulation (EU) 2017/565 of 25 April 2016 and in particular recital 38 and Article 26 concerning the processing of complaints, ODDO BHF SCA – Corporates & Markets (hereafter « ODDO BHF ») maintains a client's claim processing policy addressed by clients or potential clients with a view to their processing as soon as possible in a language that is simple and easy to understand.

A claim or complaint must be understood as any statement of the client's dissatisfaction with the professional regardless of the party to whom it is addressed and relating to the provision by ODDO BHF of an investment service or ancillary service.

According to the AMF's Instruction (DOC-2012-07), a "Client" is defined as any person with an interest in acting, including in the absence of a contractual relationship with the professional: customers, former customers, holders of financial securities, persons who have solicited the professional to supply a product or service or who have been solicited by a professional, including their agents and rights holders.

A request for information, advice, clarification, of service or delivery of service cannot be considered as a claim or complaint.

➤ **Organization of claims processing**

Each client is invited to submit their claim or complaint to their usual commercial contact.

In the absence of a response from the latter, the client may address his claim or complaint to the following services according to the nature of the activity concerned, indicating in the subject of his letter "claim – strictly confidential" or "complaint - strictly confidential ":

Business line	Address
Corporate Finance	ODDO BHF SCA, Département Corporate Finance, 12 Boulevard de la Madeleine, 75440 Paris Cedex 09
Brokerage	ODDO BHF SCA, Département Opérations de Corporates & Markets, 12 Boulevard de la Madeleine, 75440 Paris Cedex 09
Research	ODDO BHF SCA, Département Recherche, 12 Boulevard de la Madeleine, 75440 Paris Cedex 09
Corporate Broking	ODDO BHF SCA, Département Corporate Broking, 12 Boulevard de la Madeleine, 75440 Paris Cedex 09

In the absence of a response from these services, clients or potential clients can also send their claim or complaint by email to the Compliance Department from ODDO BHF SCA: compliance@oddo-bhf.com or by mail at ODDO BHF SCA, Compliance, 12 Boulevard de la Madeleine, 75440 Paris Cedex 09.

➤ **Complaints handling timeline**

ODDO BHF acknowledges receipt of the claim or complaint within a maximum of 10 working days from the date on which the written complaint was sent unless the response itself is provided to the client within this period.

ODDO BHF processes and responds to the claim or complaint within a maximum of two months from the date on which the written complaint was sent, except in the event of special and duly justified circumstances between the date of on which the written complaint was sent and the date of dispatch of the response to the client.

➤ **Alternative dispute resolution mechanisms**

The client or potential client may also request the intervention of the Médiateur de l'Autorité des Marchés Financiers if he considers that his claim or complaint has not been properly processed.

The médiateur de l'Autorité des Marchés Financiers can be contacted at :

Autorité des marchés financiers
La médiation 17, Place de la Bourse
75082 PARIS CEDEX 02