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Complaint policy

A complaint is a statement of a client's dissatisfaction with Anaxis Asset Management.

Submitting a complaint

Complaints may be submitted to Anaxis Asset Management:

- By post: 9, rue Scribe, 75009 Paris, France
- By e-mail: info@anaxis-am.com
- Or via your usual contact person at our company.

Complaints are handled free of charge.

Response time

Anaxis Asset Management will acknowledge receipt of your complaint within 10 business days of receiving it.

You will receive a response within a maximum of 2 weeks from the acknowledgement of receipt date. If any additional research needs to be done past this two-week period, Anaxis Asset Management will notify you of its progress on your complaint at the end of the two-week period.

Use of the Mediator

If you are not satisfied with the response to your complaint, you may contact the AMF's Mediator:

- By post:

Mme Marielle Cohen-Branche
Médiateur de l'AMF
Autorité des marchés financiers
17 place de la Bourse
75082 Paris Cedex 02, France

- By e-mail using the mediation request form available at www.amf-france.org

You may consult the AMF's Mediation Charter at www.amf-france.org under "Médiateur de l'AMF" (AMF Mediator).

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Anaxis Geneva

19 rue du Mont-Blanc

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