

## Processing clients complaints

### Complaints

Any statement alleging any specific, inappropriate conduct on the part of the CFM or one of its employees that states or could support a claim of a violation of law, duty or contract constitutes a complaint. Clients and investors can file complaints free of charge with CFM. Each complaint shall be properly recorded by CFM's Chief Compliance Officer ("CCO"), acknowledged within ten business days, and responded to within two months. Complaints made by investors in EU-domiciled funds can be made, and will be responded to, in one of the official languages of the EU Member State in which the fund is sold. Information on a management company's policy on complaints handling shall be made available free of charge to investors upon request.

Any CFM employee receiving a complaint, whether oral or written, from any Client or from any investor in a private fund must promptly bring such complaint to the attention of the CCO. Employees should not attempt to respond to or resolve any complaint by themselves. All responses to such complaints must be handled by the CCO, except that complaints related to the CCO should be brought to the attention of the CEO of CFM. The CCO will maintain records of any complaints and accompanying responses for at least five years.

CFM does not generally admit retail investors and does not expect to have any MiFID-eligible complaints.

### Mediation

Where a Client or investor deems CFM's response unsatisfactory, they can reach out free of charge to their relevant local complaints authority, including:

#### 1 France

**Médiateur de l'Autorité des Marchés Financiers**  
17 place de la Bourse, 75082 Paris Cedex 2  
<https://www.amf-france.org/Le-mediateur-de-l-AMF/Presentation>

#### 2 Canada

**Ombudsman for Banking Services and Investments(OBSI)**  
20 Queen Street West, Suite 2400  
P.O. Box 8  
Toronto, ON M5H 3R3  
ombudsman@obsi.ca  
+1 888 451-4519  
<https://www.obsi.ca/en/>

#### 3 UK

**The Financial Ombudsman Service**  
Exchange Tower, London E14 9SR  
complaint.info@financial-ombudsman.org.uk  
+800 023 4567  
+44 20 7964 0500 (call from outside the UK)  
<http://www.financial-ombudsman.org.uk/>

#### 4 USA

**U.S Securities and Exchange Commission**  
Office of Investor Education and Advocacy  
100 F Street, N.E.  
Washington, DC 20549-0213  
+1 202-551-6500  
Fax: +1 202 772-9295  
<https://www.sec.gov/oiea/Complaint.html>

Note: The summary of CFM policies described above is updated whenever each relevant policy changes. The policies can be obtained upon request to Capital Fund Management SA.

### For further details



Call us +33 1 49 49 59 49  
Email us [cfm@cfm.com](mailto:cfm@cfm.com)

Based in Paris with staff in London, New York and Toronto, we work in partnership with our clients worldwide. Find out more at: [www.cfm.com](http://www.cfm.com)