

# Complaint Handling Policy

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Version	1.2	Validation	Régine Daumann
Revision of the latest version	Change in the acknowledgment of receipt deadline		

## I. Regulatory References According to the AMF

In accordance with the requirements of Article 321-40 of the AMF General Regulation, S14 CAPITAL has established an efficient and transparent procedure to ensure the fair and prompt handling of complaints submitted by existing or potential clients of the portfolio management company.

## II. Objective of the Document

- Describe the complaint handling process within S14 CAPITAL.
- Provide the modalities for submitting a complaint.

## III. Complaint Handling Process

To ensure the complaint is processed as quickly as possible, the complainant must provide the following information:

- If a person is acting on behalf of a claimant or a legal entity, a document attesting to their authority to represent them.
- A detailed and chronological account of the facts leading to the complaint.

These details can be sent to:

**14 CAPITAL**  
10, impasse Grassi  
130100 Aix-en-Provence

S14 CAPITAL will send an acknowledgment of receipt to the complainant within a maximum period of ten business days from the date the written complaint is sent.

Furthermore, the response to the complainant will be provided within a maximum period of two months from the date of receipt of the complaint, unless the response itself is given within this timeframe.

The complainant will be informed of the progress of the complaint's handling. If a response cannot be provided within the two-month period, S14 CAPITAL will inform the complainant of the reasons for the delay and the date by which a response can be expected.

In the event of a persistent disagreement, the client may contact an AMF mediator at the following address:

**Autorité des marchés financiers**

**AMF Mediator**

17 Place de la Bourse  
75082 PARIS CEDEX 02

The mediation request form and the mediation charter are available on the AMF website at [www.amf-france.org](http://www.amf-france.org), specifically via: Mediation Request | AMF ([amf-france.org](http://amf-france.org)).

All complaint records will be documented and archived for a period of five years.

Compensation payments are subject to a quarterly declaration to the AMF.

## IV. Personal Data Management

As part of the complaint handling process, S14 CAPITAL may collect personal data from the concerned individual (identity, contact details, context of the complaint, etc.).

The data is retained for a minimum of 10 years in accordance with European Regulation No. 2016/679 on the protection of natural persons with regard to the processing of personal data, as well as French Law No. 78-17 of January 6, 1978, on information technology, data files, and civil liberties, as amended by Ordinance No. 2018-1125 of December 12, 2018.

The rights of access, rectification, erasure, restriction of processing, and objection for individuals submitting a complaint can be exercised through written communication using the contact details provided in this document.