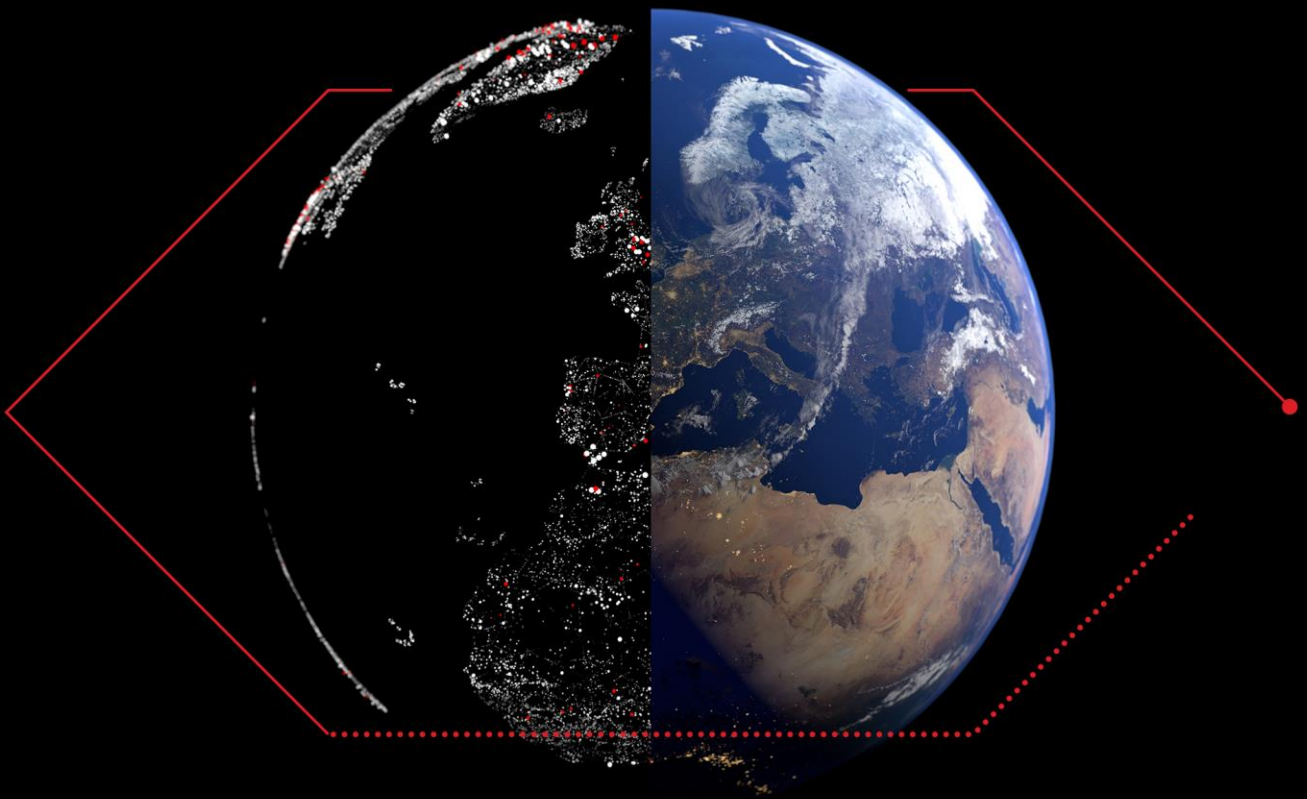


# Complaints handling policy

January 2024



HSBC Global Asset Management (France) strives to offer high quality service to its clients. However, difficulties may arise and result in complaints.

This policy provides information on the recourse possibilities offered to the clients of HSBC Global Asset Management (France) in the event of a complaint or dispute.

All complaints concerning activities other than those undertaken by HSBC Global Asset Management (France) must be made directly to the professionals concerned.

## What is a complaint?

The term “complaint” refers to any objection indicative of a client’s dissatisfaction with regards to an investment service provided by HSBC Global Asset Management (France) or to a subscription to a fund.

Requests for information, opinions, clarification, services or benefits are accordingly not considered complaints.

## How can you make a complaint?

### Your first point of contact

You must first send your complaint to the Client Management department at HSBC Global Asset Management (France), which is tasked with handling complaints, ideally by email to the following address: [hsbc.client.services-am@hsbc.fr](mailto:hsbc.client.services-am@hsbc.fr)

You can also post your complaint to the following address:

HSBC Global Asset Management (France)  
Service Clients / Réclamations  
Immeuble « Cœur Défense »  
110 Esplanade du Général de Gaulle  
92400 COURBEVOIE  
FRANCE

The postal address for complaints related to portfolio management of Employee Savings plans is as follows:

HSBC Global Asset Management (France)  
Service Clients / Réclamations / Epargne Salariale  
Immeuble « Cœur Défense »  
110 Esplanade du Général de Gaulle  
92400 COURBEVOIE  
FRANCE



**HSBC Global Asset Management (France)** - 421 345 489 RCS Nanterre.

Portfolio management company authorised by the French regulatory authority AMF (no. GP99026) with capital of 8.050.320 euros.

Postal address : 38 avenue Kléber 75116 PARIS

Head Office : Immeuble Coeur Défense - 110 Esplanade du Général de Gaulle - La Défense 4 - 92400 Courbevoie – France

[www.assetmanagement.hsbc.fr](http://www.assetmanagement.hsbc.fr)

## Your second point of contact

If you think it necessary, you can contact the General Management of HSBC Global Asset Management (France) at the following address:

HSBC Global Asset Management (France)  
Direction Générale  
Immeuble « Cœur Défense »  
110 Esplanade du Général de Gaulle  
92400 COURBEVOIE  
FRANCE

## External recourse: the Ombudsman at the Autorité des Marchés Financiers (AMF)

If you deem our answer not satisfactory enough, you can contact the Ombudsman at the French Autorité des Marchés Financiers (French financial markets regulator), by sending your complaint to the AMF Ombudsman, free of charge:

- ◆ ideally using the electronic form on the AMF's website at <https://www.amf-france.org/fr/le-mediateur-de-lamf/votre-dossier-de-mediation/vous-voulez-deposer-une-demande-de-mediation>
- ◆ or by post, to the following address:

Médiateur de l'AMF  
Autorité des marchés financiers  
17 place de la Bourse  
75082 PARIS CEDEX 02

You may refer your complaint to the Ombudsman immediately after sending the first complaint, or two months after sending your initial written claim.

For further information, visit the Ombudsman section of the AMF website at <http://www.amf-france.org/>



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## Complaint Handling Principles

HSBC Global Asset Management (France) is committed to handling complaints according to the principles set out below:

- ◆ **Free of charge:** the handling of complaints is free of charge. You must, however, pay for your own expenses and in particular postal, telephone and travel costs along with fees for consulting or from third parties from which you requested assistance.
- ◆ **Speed and compliance with handling timeframe:** we will acknowledge receipt of your complaint within 10 business days of the date you send your written complaint to the above mentioned department. Complaint handling will not exceed two months from the date you send your written complaint to the department above, except if specific circumstances make it impossible to comply with this timeframe.
- ◆ **Transparency:** HSBC Global Asset Management (France) will communicate all information on the handling process you may request. Furthermore, we will keep you informed of any specific circumstances that may prevent us from answering you within the indicated timeframe.
- ◆ **Efficiency and Impartiality:** we have implemented an organization allowing us to ensure complaints are efficiently handled and each one is answered with a reasoned response. We will adopt an efficient and objective approach.

PUBLIC – The Complaints and Compliance departments use information technology resources to monitor complaints more effectively. Information recorded upon receipt of a complaint is restricted to usage by the departments concerned, but may be disclosed to comply with statutory or regulatory requirements. As per articles 39 et seq. of French law No. 78-17 dated 6 January 1978 (amended in 2004) concerning electronic data processing and privacy, any person may ensure the disclosure and, where applicable, the rectification or deletion of information concerning him or her by contacting the Compliance department at HSBC Global Asset Management (France) - 110, esplanade du Général de Gaulle - Immeuble « Coeur Défense » - 75419 Paris Cedex 08



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