



Jolt Capital **Summary of our - Complaints Handling Policy**

I. Definition and Scope:

In accordance with AMF instruction no. 2012-07, a complaint means a declaration by the Client expressing his/her dissatisfaction with Jolt Capital. For the avoidance of doubt, a request for information, advice, service or benefit clarification is not a complaint.

A complaint is a statement from a client or investor expressing their dissatisfaction with regards to the services provided to them by Jolt Capital.

For example, without limitation, where somebody expresses:

- Having suffered some prejudice because of the management company, or one of its partners,
- Having suffered quality of service failure,
- Having experienced a discrepancy or a gap between information that was provided at the time of the marketing of a fund and the service provided thereafter.

According to the AMF, the following provisions apply to management companies in the case of customer complaints handling:

- The management company shall establish and maintain an effective and transparent procedure for the timely and reasonable handling of complaints,
- The management company shall respond to the complaint within a maximum of two months as of the date of the receipt of the said complaint, except duly justified special circumstances,
- The management company shall implement a process enabling fair and consistent handling of complaints. Necessary resources and expertise shall be mobilised,
- The management company shall record each complaint and the measures taken to handle it. It shall also implement a complaint monitoring process enabling, among other thing, to identify
- problems and implement appropriate corrective measures,
- The complaint handling procedure shall be proportionate to the size and structure of the management company.

II. Internal recourse: The Compliance Department

Jolt Capital has identified three steps when handling client complaints: reception, handling and monitoring. The complaint must be submitted to the Compliance Department in charge of processing and monitoring complaints at the following address:

Complaints can be sent to Jolt Capital by mail, to be sent to the following address:

Jolt Capital,
56-58 rue de Ponthieu,
Paris, France.

III. Complaints processing times



In accordance with the regulations and in particular the AMF Instruction - DOC-2012-07, Jolt Capital has set up an organization for handling complaints which allows the following processing times to be respected:

- Ten working days maximum from receipt of the complaint, to acknowledge receipt, unless the response itself is provided to the individual concerned within this period.
- Two months maximum, except in the event of duly justified special circumstances, between the date of receipt of the complaint and the date of sending the response to the individual concerned.

Jolt Capital will respond to individual requests for information on the progress of processing their complaint where applicable. In addition to this, Jolt Capital, will keep the concerned person informed of the progress of the complaint. In the event of the occurrence of special circumstances, Jolt Capital will inform the individual of any delays or deadlines to which Jolt Capital is committed and cannot be met.

IV. External recourse: In the event of persistent disagreement

Jolt Capital does not have an internal mediation service, given its size.

Therefore, if Jolt Capital does not accept the complaint or if the person concerned is not satisfied with Jolt Capital's response, the AMF ombudsman's office can be contacted to resolve the matter amicably and to avoid litigation.

Jolt Capital is required to mention this option in its written response which includes the right for the client to contact the AMF ombudsman's office, including its address:

Autorité des Marchés Financiers Marielle Cohen-Branche Médiateur de l'AMF
17 Place de la Bourse
75082 Paris Cedex 02 France

The request form as well as the mediation charter can be found on the AMF's website.

JOLT CAPITAL

Société par actions simplifiée au capital social de 400 000 Euros
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