

## CLAIMS POLICY

Normandie REIM is committed to providing its customers with permanent quality services. However, should you be dissatisfied with the level of service and wish to complain, you can contact us:

- By mail: Normandie REIM – 39 Avenue George V 75008 PARIS
- By e-mail: [contact@normandie-reim.com](mailto:contact@normandie-reim.com)

Normandie REIM shall acknowledge receipt of your claim within ten working days and answer within a maximum of two months from the date of receipt.

Normandie REIM guarantees that handling your claim will be free of charge and as efficient as possible.

If your claim is about services provided by a third party, Normandie REIM will follow up on it with the party and will keep you informed.

Should you not be satisfied with the outcome for your claim about a product managed by Normandie REIM, you may refer the matter to the French Financial Market Authority (« AMF ») ombudsman:

*AUTORITE DES MARCHES FINANCIERS - Médiateur de l'AMF  
17, Place de la Bourse - 75082 Paris cedex 02.  
Phone number : 01 53 45 60 00*

For more information about AMF's mediation service, please refer to: <https://www.amf-france.org/en/amf-ombudsman>. You may also send your request using an electronic form on the AMF website.