

Claims policy

Normandie REIM is committed to providing its customers with a permanent quality service.

However, if you encounter any difficulties in the service provided 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**

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

Normandie REIM guarantees you a free and as efficient as possible handling of complaints.

If your claim concerns services rendered by a third party (service provider, etc.), Normandie REIM may communicate it to the latter for processing and will keep you informed.

If you are not satisfied with the answers given to your claim about a products managed by Normandie REIM, you, as an investor, may refer the matter to the French Financial Market Authority (« AMF »):

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

For more information about AMF' s mediation : www.amf-france.org /médiation.

You may also submit your request with an electronic form on the AMF website.