

COMPLAINTS MANAGEMENT POLICY
July 2025

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Purpose:

Describe the principles implemented by the management company to receive and handle complaints.

Recipients:

Drakai Capital's staff and clients

1. Definition

A complaint is a statement of the client's dissatisfaction with Drakai Capital (DC), regardless of the interlocutor to whom it is made.

It may come from any person with an interest in bringing proceedings, including in the absence of a contractual relationship with DC: customers, former customers, prospects, including their representatives and beneficiaries. A request for information, advice, clarification, service or provision is not a complaint.

2. Communication channels

A complaint can be sent by post to the DC headquarters:

Drakai Capital – Complaint
10 place Vendôme 75001 Paris, France

It can also be sent by email via the following email address:

complaints@drakaicapital.com

DC also records and processes any complaints that would be received through another channel such as an oral conversation. Complaints are processed free of charge.

3. Processing time

DC is committed to:

- Acknowledge receipt of the complaint within 10 working days maximum,
- Provide a response within a maximum of two months from the date of dispatch by the customer, including in cases where the complaint is processed at the second level.

4. Ombudsman

If the person who has submitted a complaint is not satisfied with DC's response, he or she may contact, free of charge, the ombudsman of the Autorité des Marchés Financiers (AMF), preferably by electronic form on the AMF website:

<https://www.amf-france.org/fr/le-mediateur-de-lamf/votre-dossier-demediation/vous-voulez-deposer-une-demande-de-mediation>

Or by post, to the following address:

Mrs. Marielle Cohen-Branche
AMF Ombudsman
Autorité des marchés financiers
17 place de la Bourse 75082 Paris cedex 2

This remedy is systematically reminded by DC of the person who has made a complaint in the response provided.

Revision History

Date	Author	Reviewer	Version	Change Description
May, 2020	Guillaume Boulanger	Samer Comair	1.0	Initial Document
June, 2021	Guillaume Boulanger	Samer Comair	1.1	Minor Modifications
March, 2024	Laurent de Monneron	G Boulanger / S Comair	2.0	Modifications on regulatory references, roles and responsibilities, communication with client, control and archiving
July, 2024	Laurent de Monneron	Samer Comair	3.0	Split between policy and procedure
July, 2025	Laurent de Monneron	G Boulanger / S Comair	3.0	Review without modification