



CLAIMS PROCESSING PROCEDURE

1. OBJECT

In accordance with its regulatory obligations (Article 313-8 of the AMF General Regulations), this document describes the measures implemented by Tradition Securities & Futures (TSAF) and TSAF OTC for the processing of claims issued by its clients or prospects.

This device is free and no specific pricing can be charged to the customer or prospect as part of the processing of his claim.

2. CLAIMS PROCESSING SCHEME

TSAF and TSAF OTC have implemented a claim processing scheme as part of the services they offer to their clients or prospects. This device is based on the following guiding principles:

- 1) An acknowledgment of receipt by letter or by mail within 10 working days of receipt of the Claim;
- 2) A joint analysis of the claim by the operational services and the compliance department;
- 3) A written answer within a maximum delay of 2 months, except in the event of special circumstances, of which the client will be informed
- 4) The keeping a dedicated register for efficient, equal and harmonized process
- 5) Regular information to the governing bodies.

3. REFERRAL MODALITIES

You may at any time address a Claim to your usual contact or contact the Compliance Department at the following address:

Département Conformité
TSAF – TSAF OTC
9 Place Vendôme
75001 PARIS
Reclamations@tsaf-paris.com

IMPORTANT :

If you are not satisfied with the response given to your claim or in the absence of a response within 2 months from the date of the acknowledgement of receipt, you can contact, free of charge, the Mediator of the *Autorité des marchés financiers*:

- by mail, at the address: 17 place de la Bourse 75082 PARIS Cedex 2 ou
- by electronic form accessible on the AMF website: <http://www.amf-France.org/> le médiateur