



POLICY FOR HANDLING CLIENTS' COMPLAINTS

According to the regulation, Blisce/ has a procedure for handling client's complaint in a quickly and effective way.

A client who is dissatisfied can send a complaint to Blisce/ by email if he has a contact in the company or by registered letter with acknowledgment of receipt to the following address :

Blisce/
Service Operations
259 rue Saint Honoré
75001 Paris

1- Processing time

The client's complaint will be handled as soon as possible : Blisce/ will acknowledge it within ten days. In any case, the client will receive a reply within 2 months from the date of receipt of the complaint.

2- AMF mediation

If the answer provided is not satisfying, the client can also contact the french regulator « Autorité des Marchés Financiers » :

Mme Marielle COHEN-BRANCHE
Médiateur de l'AMF
Autorité des Marchés Financiers
17, place de la Bourse 75082 Paris Cédex 02