



Internal Policy

Handling of complaints

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Handling of complaints

A. Purpose

FundPartner Solutions (Suisse) SA (hereinafter « the Company ») is a management company governed by the Financial Institutions Act (FinIA). The Company is subject to the prudential supervision of the Swiss Financial Market Supervisory Authority (FINMA). The Company has adopted a complaints policy which complies with the regulatory requirements and provides a common, clear and precise understanding of the way in which the Company handles clients' complaints.

B. Regulatory context

- Article 20 (1) (a) of the Swiss Collective Investment Schemes Act (CISA) ;
- AMAS Code of Conduct, margin no 54.

C. How to complain

Definition of a complaint

A complaint is dissatisfaction expressed by (potential) clients or investors to recognise a right or to redress a harm resulting from a service provided by the Company.

How to submit a complaint

If they wish to express their dissatisfaction, (potential) clients or investors may submit complaints in writing, verbally or via electronic means by contacting:

- the Client Relationship Manager directly, or –
- the Legal & Compliance department of the Company FundPartner Solutions (Suisse) S.A. 60, Route des Acacias, 1211 Genève 73 Phone: + 41 58 323 37 77 fpsch_complaints@pictet.com

Type of information to be provided by the complainant

To ensure that the complaint is handled in the most appropriate manner, the information indicated below must be provided:

- Full name of the complainant
- The account number(s) involved, if any, or any other appropriate given reference
- Role of the complainant on the account (e.g. accountholder or representative of the client, lawyer, etc.)
- Contact details of the complainant
- Fund or sub-fund concerned
- Information pertaining to the complaint (detailed description of the facts underlying the complaint)
- Relevant document(s) and/or correspondence;

- Any other detail(s) of relevance regarding the complaint

D. How complaints are handled

Written acknowledgement of receipt

The complainant will receive an acknowledgement of receipt within a period not exceeding 10 business days after receipt of the complaint, unless the response itself is provided within this period. The acknowledgement of receipt will include the name and contact information of the person responsible for follow-up of the complaint.

Formal response

The Company will issue a formal response to the complainant within a period not exceeding one month from the date of receipt of the complaint. In cases where an answer cannot be provided within this period, the Company will inform the complainant of the reason for the delay and indicate the date by when it will be possible to handle the complaint.

Escalating a complaint

When the complainant has not obtained a response or satisfactory resolution at the level at which they submitted their complaint in the first instance, the complainant may contact the responsible for handling complaints, who will then handle the complaint with the assistance of the Legal & Compliance team. Where necessary, the responsible for handling complaints will contact the Management Committee of the Company and/or the Board of Directors of the fund.

- Contact details of the responsible for handling complaints: FundPartner Solutions (Suisse) S.A. 60, Route des Acacias, 1211 Genève 73 Mr Ilan Mizrahi Tel.: + 41 58 323 43 82 imizrahi@pictet.com

Responsible for handling complaints

The responsible for handling complaints is the Head of Risk, Legal & Compliance department. On an annual basis, the Head of Risk, Legal & Compliance reports to the Management Committee the status of the registered complaints.

E. Final provisions

This directive has been validated by the Management Committee of FundPartner Solutions (Suisse) SA. The table below shows the dates of validation and ratification of the original version and any subsequent amendments. This directive is a simplified process of the Directive interne « Traitement des plaintes des investisseurs ». In case of inconsistency between this directive and the Directive interne « Traitement des plaintes des investisseurs », the Directive interne « Traitement des plaintes des investisseurs » shall prevail.

Date of Management Committee meeting	
11.04.2023	



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