



Processing of investors' complaints

Updated: 08/07/2024

Graphene Investments strives to meet its clients' expectations under all circumstances. To this end, the company makes every effort to run its activities in a way that makes discontent unlikely, and deals with investors complaints in such a way that every sign of dissatisfaction expressed, verbally or in writing, receives a swift, effective response.

Investors may express their complaints through their usual contact or, for a more formal channel, through the following contact details:

Graphene Investments
attn. the Chief Operating Officer
75 Bd. Haussmann, 75008 Paris (France)
phone : +33 1 70 82 44 50
fax : +33 1 70 82 44 49
e-mail : contact@graphene-investments.com

The Company commits to acknowledging receipt of any complaint within two business days, and answering it within seven business days. If particular circumstances make it impossible to provide a full answer within that timeframe, the first available elements will be provided, together with an explanation of the delay and a precise date by which the final answer should be expected. The time between the initial complaint and the final response may not exceed one month.

Should the company fail to provide a satisfactory solution, investors are entitled to request a mediation by the French regulator, the Autorité des Marchés Financiers (AMF), by writing to:

Le Médiateur
Autorité des Marchés Financiers
17 place de la Bourse
75082 Paris Cedex 02

Information about this mediation service, the mediation charter and the mediation request form are available through the following website: <http://www.amf-france.org/Le-mediateur-de-l-AMF/Presentation.html>.