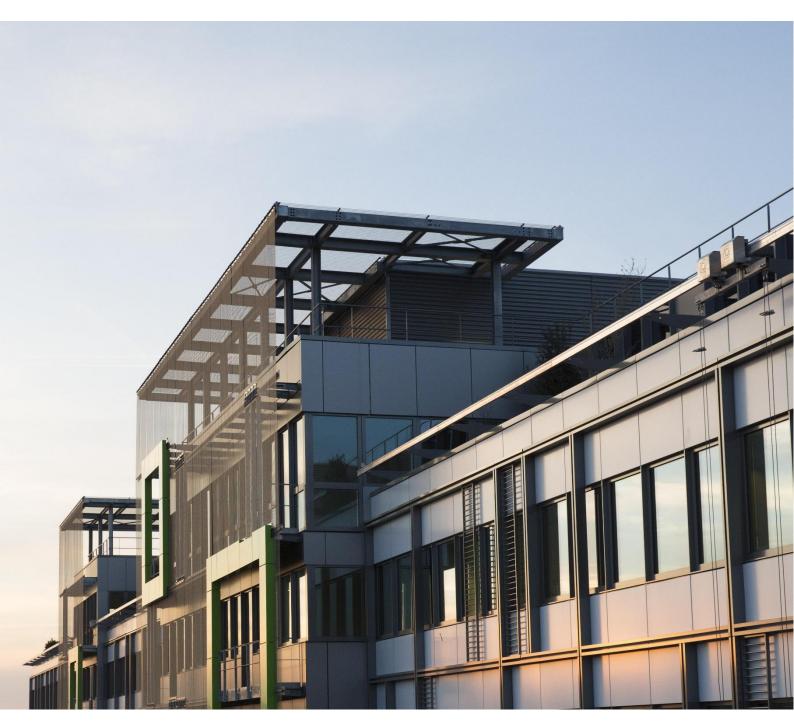
Complaints relating to Ester Finance Technologies or ABC Gestion

09-01-2024





Complaints relating to Ester Finance Technologies or ABC Gestion

For any complaint concerning their relationship with ESTER FINANCE TECHNOLOGIES or ABC GESTION, the client shall approach their usual contact or the person whose contact details have been communicated to them as part of their business relationships.

It is recommended to express any dissatisfaction in writing (letter or email).

Any claimant who is not a client of ESTER FINANCE TECHNOLOGIES or ABC GESTION may send a complaint to CIS Front Office@ca-cib.com.

We undertakes to:

- Acknowledge receipt of any written complaint within 10 working days of being sent;
- Respond to the claimant within a maximum period of two months from the date the complaint is sent.

If the claimant is not satisfied with the response, or if they do not receive a response within two months of sending their first written complaint, they may contact, free of charge one of the following mediators:

- The ombudsman of the Autorité des Marchés Financiers (AMF), for disputes • within its field of competence as specified on the AMF website (What is the Ombudsman's remit?):
 - by electronic form accessible on the <u>AMF website</u> (> Request for mediation)
 - or by post to the AMF Ombudsman 17 place de la Bourse 75082 Paris Cedex 2
- The ombudsman of the Fédération Bancaire Française (FBF), for disputes within its field of competence as specified on its website:
 - by electronic form accessible on the FBF website ("Access to the form" tab)
 - or by post to the FBF Ombudsman CS 151 75 422 PARIS cedex 9

The claimant is free to refer the matter to the mediator of their choice, the latter being definitive for the dispute concerned.

In the event of an issue concerning the granting of credit, the claimant may immediately refer the matter to the Credit Ombudsman for disputes within its field of competence by filing a claim on Banque de France website.





www.ca-cib.com