

Natixis

Complaints handling

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Pursuant to requirements of Regulation (EU) 2016/1011 of 8th June 2016 on indices used as benchmarks in financial instruments and financial contracts or to measure the performance of investment funds (« Benchmark Regulation »), Natixis established a complaints-handling mechanism in relation to the provision of benchmarks.

Is deemed a complaint any expression of discontent or dissatisfaction related to benchmarks provided by Natixis.

Complaints may be related, among others, to:

- a) whether a specific Natixis benchmark determination, or a determination related to a Natixis benchmark component, is representative of its market value;
- b) changes to a Natixis benchmark determination process;
- c) the application of the methodology in relation to a specific benchmark determination; or
- d) any other decision in relation to the determination process of a specific Natixis benchmark.

Relevant stakeholders can log a complaint on a benchmark provided by Natixis with Natixis Calculation Agent at the following address: <https://natixis.groupebpce.com/complaints/>.

The inquiry for complaints received by Natixis Calculation Agent is performed independently of any personnel who may be or have been involved in the subject matter of the complaint..

As per Benchmark Regulation Art. 8.1(g) provisions, Natixis keeps records of all documents relating to a complaint for at least 5 years.

Natixis Corporate & Investment Banking is a commercial brand of Natixis SA

7, promenade Germaine Sablon - 75013 Paris France - Postal address : BP 4 - 75060 Paris Cedex 02 France - Phone : +33 1 58 32 30 00 - cib.natixis.com
Limited liability company with a Board of Directors, with a share capital of €5,894,485,553.60 Trade register n° 542 044 524 RCS Paris - TVA : FR 73 542 044 524