



Circular No 13 of 27/12/2023:

Reminder of information on Client Support, 2024 opening calendar and complaint management

Operations - Client Support

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Operations and Client Support Team:

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Opening hours:

The market is open from 8:30 am to 5:00 pm (Paris time), client support remains open until 6:00 pm (Paris time).

Closing days 2024:

NowCP is open Monday to Friday, except on the following days, for the year 2024:

- Monday 1st January 2024 (New Year)
- Friday 29th March 2024 (Good Friday)
- Monday 1st April 2024 (Easter Monday)
- Monday 1st May 2024 (Labour Day)
- Wednesday 25th December 2024 (Christmas)
- Thursday 26th December 2024 (Boxing Day)

On Tuesday 24th December 2024 (Christmas Eve) and Tuesday 31st December 2024 (New Year's Eve), the market will be closed from 2:00 p.m. (Paris time).

Client Complaints

In accordance with the regulations, NowCM France has set up a system for handling complaints expressed by its clients.

A complaint means a statement of the customer's dissatisfaction with NowCM France regardless of the contact person or department to which it is made. It can come from any person, including in the absence of a contractual relationship with NowCM France.

However, a request for information, advice, clarification, service or benefit is not a complaint.

It is therefore possible for you to send us your complaint under the following conditions:

With your usual contact of NowCM France during an appointment, by phone, by mail or by email;

Or by e-mail: clientsupport@nowcm.eu or by post to: NowCM France, 10 rue La Boétie, 75008 Paris

For complaints made orally (non-surcharged telephone number, customer reception area, etc.) or by instant messaging that do not allow the claimant to have a dated copy of their complaint, we invite you to formalize your dissatisfaction by means of a written medium if it cannot be given to you immediately and completely satisfied.

In order for us to be able to process your complaint, we invite you to provide us with all the documents necessary for its examination.

We remind you that no fees are charged for the processing of a complaint.

1- Complaint processing time

NowCM France undertakes to acknowledge receipt of your complaint within ten (10) working days from the date of sending the complaint.

NowCM France undertakes to provide you with a response within two (2) months from the date of sending the complaint.

2- AMF Mediation

If you are not satisfied with the answer provided, you can refer the matter to the Mediator of the Autorité des Marchés Financiers (AMF) free of charge:

- preferably for better follow-up by electronic form (available on the AMF website <http://www.amf-france.org/Le-mediateur-de-l-AMF/Le-mediateur-mode-d-emploi/Modes-de-saisine>) or
- by post to the following address: The Mediator - Autorité des marchés financiers - 17, place de la Bourse - 75082 PARIS CEDEX 02

All information relating to the AMF's mediation is available on the AMF's website <http://www.amf-france.org/Le-mediateur-de-l-AMF/Presentation>

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Website

<https://nowcm.eu>

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