DealerBox Technologies – Complaints handling

DealerBox Technologies attaches particular importance to the quality of its services and to client satisfaction, notably with regard to transaction processing, services provided, and commercial relationships.

If you consider that you have not received a service in line with your expectations, you may submit a complaint so that it can be reviewed and an appropriate response provided.

The handling of complaints is **free of charge**.

Submitting a complaint :

Any complaint may be addressed to the Compliance team of DealerBox Technologies:

- **By e-mail** : complaints@dealerbox-tech.com
- **By post** :
  128 rue La Boétie
  75008 Paris

Processing timeframes :

- You will receive an acknowledgment of receipt as soon as your complaint is brought to our attention and, at the latest, within ten (10) business days from the date of submission.
- A response will be provided within twenty (20) business days. Where further investigations are required, the response period may be extended to two (2) months from the date of submission of your complaint.
- In the event of specific circumstances preventing compliance with these timeframes, you will be informed of the reason for the delay.

Complaints handling process

When processing your complaint, DealerBox Technologies and its Compliance team ensures that:

- you are informed, where applicable, of the progress of the review;
- the announced actions or corrective measures are implemented as soon as possible;
- you are informed of the available remedies (internal process and mediation) if the response provided does not meet your expectations.

Certain complaints may concern DealerBox Technologies and/or external service providers acting on its behalf. In such cases, exchanges with the relevant parties are coordinated in order to provide you with a complete and consistent response.

Mediation – Referral to the AMF ombudsman

You may refer the matter, free of charge and in writing, to the Ombudsman of the Autorité des marchés financiers (AMF) in the following cases:

- if the response provided by DealerBox Technologies does not satisfy you;

or

- if DealerBox Technologies has not responded within two (2) months following your initial written complaint.

Referral procedures to the AMF:

- **online**, via the dedicated form : https://www.amf-france.org/fr/le-mediateur-de-lamf/votre-dossier-de-mediation/vous-voulez-deposer-une-demande-de-mediation

- **by post** :
  Ombudsman – Autorité des marchés financiers
  17 place de la Bourse
  75082 Paris Cedex 02