

Bordier & Cie (UK) PLC

Complaint Handling Policy

Introduction

The purpose of this policy is to give you some background information about how we handle any complaints about the service we provide to you.

Receiving a complaint

We do not want to have any clients who are unhappy with our services, but we understand that there are times when you will need to point issues out to us.

You can make a complaint by email, telephone or by post – please address them to our Compliance Officer (complianceteam@bordieruk.com or the address shown at the foot of this document).

All Bordier UK staff receive ongoing training and guidance on how to identify a complaint from a client. We are committed to handling any complaints we receive fairly, consistently and promptly.

When we receive a complaint, it is immediately notified to our Compliance Officer. Our Compliance Officer will look into your complaint and try to obtain as much information about what has happened as soon as possible.

We will acknowledge the receipt of your complaint promptly, and set out what we are going to do to investigate the matters raised.

Responding to your complaint

Our Compliance Officer will ensure that each complaint is thoroughly investigated. We will ensure that it is looked into by somebody here who:

- is competent to look into the matter you have complained about;
- is impartial;
- is in a position of authority to settle the complaint; and
- will address the subject of your complaint adequately and, where the complaint is upheld, will offer appropriate redress.

The Financial Conduct Authority ('FCA') sets out rules on how firms should deal with complaints, and timescales that they have to complete the reviews in. Whilst the FCA rules allow us to take up to eight weeks to initially investigate the complaint, we try to complete the investigation well before that. We will keep you up to date with our progress with your complaint and do our utmost to resolve it as speedily as possible.

Our final response will detail why we have come to the conclusion that we have.

After eight weeks, if we are not in a position to provide you with a final response, we will explain to you why we cannot provide it and advise you when it will be sent.

The Financial Ombudsman Service

If you are still unhappy about the way in which we have handled your complaint, you may refer it to the Financial Ombudsman Service, with whom we will cooperate fully in the handling of the complaint.

There is no cost to you for using the Financial Ombudsman Service, but if you wish to use their service you must do this within six months of the date of our final response to you. At the time of our final response, we will also send you a copy of the Financial Ombudsman Service's explanatory leaflet.

You have the same right to refer to the Ombudsman if we are unable to provide you with the final response within the eight-week timeframe set out above.