

COMPLAINTS PROCEDURE

The complaints procedure of JTC Fund Services (UK) Limited aims to deal with all complaints in a thorough and expeditious manner having due regard for the standards and requirements set out by the Financial Conduct Authority and the Financial Ombudsman Service.

We aim to exceed expectations with our professionalism and precision and hope any issues will be resolved without the need for written recourse. But if this is not possible, we will address your complaint in the following manner:

1. If your complaint can be resolved by close of business on the third business day following receipt we will contact you to agree the course of action to close the complaint. If you are still dissatisfied you may be able to refer your complaint to the Financial Ombudsman Service, the website of which is <https://www.financial-ombudsman.org.uk/> where you can find further information.
2. If your complaint remains unresolved after three business days following receipt we will provide to you within five working days an acknowledgement that your complaint has been received and is being considered. The written acknowledgement will also provide you with the details of the person dealing with your complaint. We aim to resolve all complaint within eight weeks of receipt. In exceptional circumstances such as particularly complex cases matters may take longer. If this occurs we will advise you keeping you abreast of progress.

Once the complaint is considered closed you will be informed in writing. The written response will:

- > set out the measures taken to resolve the complaint;
- > enclose a copy of the Financial Ombudsman Service's standard explanatory leaflet; and
- > inform you that if still dissatisfied, you may be able to refer the complaint to the Financial Ombudsman Service, website of which is <https://www.financial-ombudsman.org.uk/> and available for further information.

Throughout the process to resolve your complaint we will endeavour to keep you fully informed.

You can also contact us at:

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