

# ETFS COMPLAINTS POLICY



## MAKING A COMPLAINT

At Equity Trustees Fund Services (ETFS) we aim to provide our clients with a great service. If you are unsatisfied with anything we do, please let us know and we will do our best to put things right.

You can communicate with us in the following ways:

### **SS&C**

Equity Trustees Fund Services  
Investec Wealth & Investments Limited  
PO Box 12898  
Chelmsford  
CM99 2FP  
equitytrusteesenquiries@uk.dstsystems.com  
+44 (0) 330 123 3766 (+44 203 975 1023 if calling from overseas)

### **FNZ**

Equity Trustees Fund Services  
C/O FNZ  
PO Box 12892  
Dunmow  
CM6 9DL  
Investorqueries@fnztaservices.com  
+44 (0) 303 333 3330

### **BNYM**

Equity Trustees Fund Services  
C/O BNYM  
PO Box 372,  
Darlington,  
DL1 9RP  
ediservicedelivery@bnymellon.com  
+44 (0) 0345 603 3618

When contacting us please provide us with your full name, address and account number, together with the full details of your complaint.

The following is a summary of how we will manage your complaint, if we cannot resolve it to your satisfaction within 3 business days of receipt:

- A member of the team will investigate your complaint precisely and independently. If we are unable to resolve a complaint within four weeks, we will advise you in writing indicating when a final response will be available.
- In the unlikely event that we are unable to resolve your complaint within eight weeks, we will write to you to explain why this is and when we will be able to make a final response.



## FINANCIAL OMBUSMAN SERVICE (FOS)

If you are not satisfied with the outcome of our investigation into your complaint, or we have not been able to provide you with a full response within eight weeks of receipt of your complaint, you may, if deemed an eligible complainant, refer your complaint to the Financial Ombudsman Service (FOS).

We will provide you with the details for referring to the FOS, with our final response or our explanatory letter if we have been unable to resolve the matter within 8 weeks.

The Financial Ombudsman Service <https://www.financial-ombudsman.org.uk/> can be contacted by:

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Telephone: 0800 023 4567

Or in writing to: Exchange  
Harbour Exchange Square  
London

ETFS is authorised and regulated by the Financial Conduct Authority and is entered on the register under reference 227807. The FCA's address is 12 Endeavour Square, London, E20 1JN. Registered in England number 04856420. Registered office: 4th floor Pountney Hill House 6 Laurence Pountney Hill EC4R 0BL

