

COMPLAINTS



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:

UK

- Email: investorqueries@fnztaservices.com
- Telephone: 0330 0240 785 or 00 44 (0) 330 0240 785 for outside the UK
- Or in writing to: Equity Trustee Fund Services
C/O – FNZ TA Services Ltd
Level 5
67 Lombard Street
London
EC3V 9LJ

BNYM

- Email: etfs@bnymellon.com
- Telephone: 0345 603 3618
- Or in writing to: INVESTOR SUPPORT - ES River and Mercantile Funds ICVC
PO Box 372
Darlington
DL1 9RP

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 by telephone on the day of receipt:

- You will receive an acknowledgement of your complaint in writing within five 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 (UK ONLY)

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 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 <http://www.fos.org.uk/> can be contacted by:

- Email: enquiries@financial-ombudsman.org.uk
- Telephone: 0845 080 1800
- Or in writing to: South Quay Plaza
183 Marsh Wall
London
E14 9SR

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

