

How to Complain

Equitile Investments Ltd ("Equitile") is committed to treating all complaints fairly, promptly and in accordance with the rules of the Financial Conduct Authority (FCA).

What is a complaint?

A complaint is any expression of dissatisfaction, whether justified or not, from or on behalf of a person about our provision of, or failure to provide, a financial service, which alleges that the complainant has suffered (or may suffer) financial loss, material distress, or material inconvenience.

How to make a complaint

If you are unhappy with any aspect of our service, please contact us using any of the following methods:

- By post: Equitile Investments Ltd, 20 ST Dunstan's Hill, London, EC3R 8HL
- By email: nigel.hellewell@equitile.com

Please provide as much detail as possible, including your name, account or investor reference (if applicable), and a clear description of the issue, to help us investigate your complaint efficiently.

What happens next

- Acknowledgement: We will acknowledge your complaint promptly and confirm who is handling it.
- Investigation: Your complaint will be investigated thoroughly and impartially by a person with the appropriate authority and knowledge, independent of the matter complained about where possible.
- Resolution: Where we are able to resolve your complaint to your satisfaction within three business days, we will write to confirm this.
- Final response: In all other cases, we aim to issue a final response within eight weeks of receiving your complaint. This will set out our decision and, where relevant, any redress offered. If we are unable to respond within eight weeks, we will write to explain why and indicate when we expect to be able to provide our final response.

There is no charge for making a complaint.

Referring your complaint to the Financial Ombudsman Service

If you are an eligible complainant and you are not satisfied with our final response, or if eight weeks have passed since we received your complaint, you may be entitled to refer the matter free of charge to the Financial Ombudsman Service (FOS).

You must normally refer your complaint to the FOS within six months of the date of our final response.

Financial Ombudsman Service Exchange Tower, London E14 9SR Telephone: 0800 023 4567 Website: www.financial-ombudsman.org.uk

Further information about the Financial Ombudsman Service, including eligibility criteria, is available on its website.