

Complaint Policy

We are committed to delivering outstanding services and products to our clients at all times. If you feel that any aspect of our services or products are not to your satisfaction, please contact us on 020 7397 2586 or clientservices@reyker.com and our client services team will do whatever they can to put it right for you.

We prefer to talk to our clients straight away in order to resolve matters swiftly and satisfactorily. Therefore, please be sure to include a telephone number in your correspondence to give us the opportunity to resolve the matter. We aim to resolve any issues before a formal complaint becomes necessary.

If you do not agree with our initial response or are dissatisfied with the outcome and wish to make a complaint, our established complaints procedure is intended to ensure that your complaint is dealt with as quickly and effectively as possible.

Our approach to complaints is to take them very seriously and conduct a full investigation of your complaint in a fair and impartial manner.

Making a complaint

All formal complaints should be sent in writing to compliance@reyker.com or addressed to the Compliance Manager at Reyker Securities plc, 17 Moorgate, London EC2R 6AR.

Where we are acting as custodian for you in relation to products promoted by a third party, it may be that the complaint is most appropriately addressed by that third party, in which case we will endeavour to provide you with appropriate contact details as soon as possible. If you are uncertain as to where you should direct your complaint, please contact us on 020 7397 2586 and we will endeavour to assist you.

Our complaints handling procedure

We will deal with complaints within the timeframe laid out below, although in practice if it is possible to resolve a complaint more quickly, we will always strive to do so.

Within five business days

On receipt of your complaint, we will acknowledge it and confirm who will be dealing with your complaint.

Within eight weeks

We will send you a final response letter following a full investigation of your complaint. This will set out our findings and explain why we have or have not upheld your complaint, along with any applicable remedy where appropriate.

Referring a complaint to the Financial Ombudsman Service

If for any reason you are dissatisfied with our final response, please note that you may be entitled



to refer your complaint to the Financial Ombudsman Service within six months of our final response.

You can contact the Financial Ombudsman Service at Exchange Tower, London E14 9SR, email complaint.info@financial-ombudsman.org.uk or call 0800 023 4567.

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