

# A Guide to Making a Complaint

## SMARTfund Administration Ltd

### Introduction

---

SMARTfund Administration Ltd values include providing the highest possible standards of service to all clients at all times. Consequently, it is always disappointing when a client has cause to complain and we welcome the opportunity to resolve matters in a prompt and fair manner. Our aim is to resolve all complaints as soon as possible after we receive a client's communication.

If there is anything regarding our service with which you are not happy, please contact us in writing to - Head of Client Services, SMARTfund Administration Limited, PO Box 60294, London, EC2P 2DL. We will always try to put matters right swiftly and most problems can usually be resolved within a few days. There may be times - if the investigation is complex and/or further enquiries have to be made - that the process takes longer. In these circumstances, we shall keep you informed of any progress.

### Investigating Your Complaint

---

Our Client Services Department will initially deal with your complaint and will respond to you. There might be occasions when it is necessary to refer a complaint to our Compliance Department and, in these circumstances, you may receive a response from them.

SMARTfund Administration Ltd will send you a written acknowledgment within 2 working days following the receipt of your complaint. It is possible that your complaint will be resolved at this time. In some instances, we may need to ask you for more information so we can handle the matter more effectively. If this is necessary, we shall do this in writing. When we have prepared our reply to your complaint, we shall write to you and this is known as a 'Final Response Letter'. This letter will explain what our investigation shows and what action we propose to take.

We shall keep you informed of the progress made in investigating your complaint. If we have not been able to issue a final response letter within eight weeks of receiving your complaint, we will write and explain the reasons for this and tell you when we shall be in a position to resolve your complaint.

### Financial Ombudsman Service (FOS)

---

SMARTfund Administration Ltd business is covered by the Financial Ombudsman Service (FOS). You may refer your complaint to the FOS if you are still unhappy when you receive the 'final response letter' or if you have not received the 'final response letter' within eight weeks of us receiving your complaint.

You can ask us, at any time, to send an FOS leaflet to you. We will include a leaflet with our 'final response letter' or send you one if we are unable to resolve matters by the end of the eighth week following receipt of your complaint.