

Nedgroup Investments International

Complaints Procedure

Nedgroup Investments International is:

Nedgroup Investments (IOM) Limited - licensed by the Isle of Man Financial Services Authority to provide collective investment scheme services; and

Nedgroup Investments (UK) Limited - authorised and regulated in the UK by the Financial Conduct Authority.

Introduction

Nedgroup Investments International takes all complaints it receives seriously and established procedures are in place to ensure that we adhere to all requirements upon receipt of such a complaint.

Nedgroup Investments defines a complaint as a breakdown in service standards, confidentially or otherwise. A complaint is taken as an opportunity to improve our services and remedy shortfalls. This also covers the dissatisfaction of a service or activity relating to the business offered by Nedgroup Investments International.

How to make a complaint

If you wish to make a complaint, you should in the first instance do so either orally or in written format. Please direct complaints to any of the following:

By e-mail: helpdesk@nedgroupinvestments.com

By telephone:

Toll-free from South Africa only: 0800 999 160

Outside of South Africa: +44 (0)1624 645150

Postal address:

Nedgroup Investments
First Floor, St Mary's Court
20 Hill Street
Douglas
Isle of Man
IM1 1EU
British Isles

If you feel your complaint is not resolved satisfactorily by us, you should be aware of your right to subsequently refer your complaint to the **Isle of Man Financial Services Ombudsman Scheme**, contact details are as follows:

Nedgroup Investments (IOM) Limited

First Floor St Mary's Court 20 Hill Street Douglas Isle of Man IM1 1EU British Isles

Registered in the Isle of Man No 57917C VAT Registration No 301 3323 70

Licensed by the Isle of Man Financial Services Authority

www.nedgroupinvestments.com

**Postal address:**

The Financial Services Ombudsman Scheme for the Isle of Man
Thie Slieau Whallian
Foxdale Road
St John's
Isle of Man
IM4 3AS
British Isles

Telephone no: +44 (0) 1624 686500
Email: ombudsman@iomoft.gov.im

Where a complaint is in relation to **Nedgroup Investment MultiFunds Plc** or **Nedgroup Investments Funds Plc** and you are not satisfied with the outcome of investigation by Nedgroup Investments International you have the right to refer the matter to the Irish Financial Services and Pensions Ombudsman – details of which can be found here - <https://www.fspo.ie/>.

You may also wish to contact the Funds' Regulator the Central Bank of Ireland.
<https://www.centralbank.ie/contact-us/make-a-complaint/complaints-against-a-financial-service-provider>

Swiss clients

For Swiss client specific attention is drawn to the following:

Art. 79 FinSA requires us to inform you about the option of conciliation proceedings via the Ombudsman:

- a. when entering into a business relationship within the scope of the obligation to provide information pursuant to Art. 8(1)c FinSA;
- b. in the event of a rejection of a legal claim asserted by the customer; and
- c. at any time upon request.

Contact details of the Swiss Ombudsman are as follows:

Verein Ombudsstelle Finanzdienstleister (OFD)
Bleicherweg 10
CH-8002 Zürich
www.ofdl.ch

How does Nedgroup Investments International assess a complaint?

Upon receipt of a complaint, the nature and the seriousness of the complaint is assessed on an individual basis. Each complaint is also assessed as to whether it is a significant or a minor complaint. The following definitions are offered as a guideline as to how a complaint is assessed.

Significant Complaint	A complaint involving financial loss, a repetition of a minor complaint or a complaint where the circumstances warrant that it should be treated as a significant complaint.
Minor Complaint	A non-material complaint that does not fall into the category above





How is a complaint processed?

1. An acknowledgement is normally forwarded to the complainant within two working days, confirming receipt of the complaint and stating that a full response will be issued as soon as possible.
2. The Complainant must be kept informed as to the progress of the response if the complaint is still being investigated.
3. After an overall limit of 8 weeks from receipt of the complaint, the Complainant must receive either: -
 - (a) A final response, informing the complainant of their right to refer their complaint to the Isle of Man Financial Services Ombudsman Scheme, with details of the Scheme; or
 - (b) A response explaining the reasons why Nedgroup Investments International is still not in a position to issue a final response, when a final response could be expected and informing the complainant of their right to refer their complaint to the Isle of Man Financial Services Ombudsman Scheme, with details of the Scheme.
4. The Complainant will have the right to request a review by the Senior Adjudicator of the Adjudicator's provisional determination. The outcome of any such review will be binding on both parties. The only right of appeal against the final determination being to the High Court on a point of law. Currently no such right to review any Adjudicator's determination exists.
5. Where applicable any error will be rectified and the Complainant advised of the outcome.
6. Where the complaint is being treated as a significant complaint and the Complainant has received a full reply and has not responded within one month of its despatch, the Complaint can be treated as being resolved.

Ends

