



Complaints Procedure

Rothschild & Co Wealth Management UK Limited

Disclaimer

Rothschild & Co is committed to providing high quality investment and lending services, however we recognise that there may be times when you have cause to complain. Occasionally things may go wrong and we will do our utmost to resolve your problem promptly, fairly and courteously to your satisfaction.

Contacts

If you have any reason to complain you can contact us by:-

- Telephoning your Client Advisor on 020 7280 5000
- Sending an e-mail to your Client Advisor
- Writing to:-

Rothschild & Co Wealth Management UK Limited
New Court, St Swithin's Lane
London EC4N 8AL
United Kingdom

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1. Will you acknowledge my complaint?

We will aim to resolve your concerns within 3 working days. If this is not possible, we will write to you, acknowledging receipt of your complaint within 5 working days and enclosing a copy of this procedure.

Within eight weeks of receipt of the complaint we will send you, either a:-

1. Final Response which is fair, clear and not misleading and explains the reasons for our decision with regard to the complaint and offers you remedial action or redress where appropriate. We will also inform you of the availability of Financial Ombudsman Service and include the Financial Ombudsman Service explanatory leaflet. We will explain that we will regard the complaint as closed if a reply is not received within eight weeks; or an
2. Explanation of why a final response has not been given and when a final response can be expected. We will also inform you of the availability of Financial Ombudsman Service and include the Financial Ombudsman Service explanatory leaflet.

In all instances we will reply to your complaint without undue delay.

2. If we cannot reach agreement

In the unlikely event that your complaint cannot be resolved to your satisfaction, you can, at this stage refer your complaint to the Financial Ombudsman Service. This referral must be within six months of you receiving our final response.

3. Financial Ombudsman Services

The Financial Ombudsman Service provides an independent service to settle individual disputes between businesses providing financial services and certain classes of their customers.

You can contact the Financial Ombudsman by:-

- Telephoning 0800 023 4 567
- Texting 07860 027 586
- Online form www.financial-ombudsman.org.uk
- Writing to:-

The Financial Ombudsman Service
Exchange Tower, LONDON, E14 9SR

Further information is also available at www.financial-ombudsman.org.uk