

First Sentier Investors – How to Complain

At First Sentier Investors, our aim is to provide a high level of service to our clients and their advisors. However, there may be a time when you feel that there is an issue that you believe requires addressing.

If you have a complaint about us, we promise to look into it carefully, fairly, and completely. This also meets the requirements set by our regulators, the Financial Conduct Authority (FCA) and the Central Bank of Ireland (CBI).

Here's a simple rundown of our complaints procedure:

1. To report a complaint, just write to us. Here are our contact details:

Client Services, First Sentier Investors, 23 St Andrew Square, Edinburgh EH2 1BB

or you can email us at infouk@firstsentier.com

2. If we can deal with your complaint within 3 days, we'll let you know promptly in writing. We'll also explain what we've done and your rights.
3. If we can't deal with your complaint in 3 days, we'll send you a letter to let you know we got your complaint. We'll do our best to send you a full response within 8 weeks of getting your complaint. If we can't answer it in 8 weeks because it's a complex complaint, we'll send you a letter to explain why and when you can expect a full response.
4. If you're still not happy, you can ask us to take another look at your complaint, or you may be able to take your complaint to the Financial Ombudsman Service (FOS) You need to do this within six months of getting our written response. Alternatively, if your complaint relates to a product or service for which First Sentier Investors Ireland has been appointed as AIFM or UCITS Management Company, you can contact the Financial Service and Pensions Ombudsman (FSPO).
5. Should you have any questions about the complaints procedure, please do not hesitate to contact our Client Services Department in writing using either the postal or email address above.

The FOS is an independent service that helps to sort out complaints about financial services. It's free to use. The FOS will only look into complaints from certain types of people; we'll let you know about rights to use this service when we respond to your complaint. You can learn more about the FOS on their website: www.financial-ombudsman.org.uk. The FSPO is an independent service independent, impartial, fair and free service that helps resolve complaints from consumers, including small businesses and other organisations, against financial service providers and pension providers in Ireland. You can learn more about FSPO on their website www.fspo.ie.