Sovereign Pension Services (CI) Limited
Sovereign Trust (Guernsey) Limited
Suites 3A & 3B, Third Floor, Frances House, Sir William Place, St Peter Port, Guernsey GY1 1GX
ci-complaints@SovereignGroup.com | SovereignGroup.com

COMPLAINTS HANDLING PROCEDURE

Sovereign Pension Services (CI) Limited and Sovereign Trust (Guernsey) Limited, collectively referred to as "Sovereign", take complaints extremely seriously and have adopted the Channel Islands Financial Ombudsman ("CIFO") model complaint-handling procedure for financial services providers.

Any client who is dissatisfied with the actions of Sovereign or its staff may lodge a complaint.

- A complaint may be made in person, via telephone, email or letter.
  - We recommend complaints are made in writing (email or letter) as this makes the process easier and helps to clarify the key issues which will usually lead to a faster resolution time.
  - We recommend any complaint is sent together with any relevant supporting documents or correspondence.
- Your complaint will be assessed by a member of Sovereign's senior staff.

Unless you have subsequently confirmed that your complaint has been resolved to your satisfaction, Sovereign will:

- Acknowledge your complaint in writing within five business days.
  - This acknowledgement may also request additional information.
- Add the complaint to our Complaints Register.
- Assign the complaint to a senior staff member (Assistant Manager level or above) to investigate and to prepare a full and final response to your complaint.
- Consider if your complaint is deemed a significant complaint requiring notification to the Guernsey Financial Services Commission ("GFSC").
- Provide you with a final response within eight weeks of receipt of the complaint.
  - This will include details of any remedial action already taken and suggestions for further resolution should we feel that is needed.
  - This will confirm if extra time is needed to provide a full response and give the reasons for this requirement.

The final response will:

- Accept your complaint and offer any appropriate redress and/or resolution; or
- Not accept your complaint but offer redress and/or remedy to resolve; or
- Reject your complaint and give clear reasons for doing so; and
- Advise that if you remain dissatisfied, you:
  - can refer the complaint to the CIFO (if it falls within scope).

Sovereign will consider a complaint closed in any of the following circumstances:

- Following your acceptance of redress or remedy; or
- Following a period of four weeks from the date of our final response having been provided, and when nothing is received from you to indicate that the response is unsatisfactory, including where the complaint is not upheld.

Sovereign will **not** send any further communication to you to confirm a complaint has been considered as closed.

If you remain dissatisfied with Sovereign's final response or handling of your complaint, you can refer the matter to the CIFO. There may be circumstances where a complaint is not within the scope of the CIFO. If you do choose to refer the matter to the CIFO, you:

- Must do so within six months of the final response received from Sovereign, giving the date that six months expires; and
- Must do so within six years of the event complained about or (if later) within two years of when you could reasonably have been expected to become aware that you had a reason to complain.

Sovereign is regulated by the Guernsey Financial Services Commission ("GFSC"). You are entitled to contact the GFSC to inform them of your complaint. The GFSC has limited involvement in complaints handling.

The contact details for the CIFO are:
Channel Islands Financial Ombudsman
PO Box 114, Jersey, Channel Islands, JE4 9QG
Email: enquiries@ci-fo.org Website: www.ci-fo.org
Jersey Tel: 01534 748610
Guernsey Tel: 01481 722218
International Tel: +44 1534 748610

The contact details for the GFSC are:
Guernsey Financial Services Commission
Glategny Court, Glategny Esplanade,
St Peter Port, Guernsey, GY1 3HQ
Website: www.GFSC.gg
Tel: 01481 712706

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Sovereign Pension Services (CI) Limited and Sovereign Trust (Guernsey) Limited are regulated by the Guernsey Financial Services Commission and licensed in respect of the formation, management, and administration of pension schemes.
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