

# Complaints Management Policy

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June 2021

## **Purpose**

The Complaints Management Policy of Eurizon SLJ Capital Limited (the “Firm”) is intended to ensure that the Firm has an opportunity to address any aspects of the Firm’s service with which you are unhappy and put matters right. The Policy is also in place to address regulatory requirements and best practice in dealing with complaints about the Firm’s service. The Firm not only has a system to identify, monitor and address complaints but the Firm also educate staff on how to deal with these requirements and make every effort to exceed expectations.

## **Policy**

Should you be dissatisfied with any aspect of the service provided to you; in the first instance, you should make a complaint to for the attention of the Head of Compliance at the Registered Office address of the Firm:

Eurizon SLJ Capital Limited, 2<sup>nd</sup> Floor, 90 Queen Street, London, EC4N 1SA.

The Firm asks that all complaints are made in writing detailing a full description of the complaint including your full name, address and contact details.

When handling a complaint, the Head of Compliance will communicate with complainants in plain language that is easy to understand.

If the Head of Compliance is able to resolve your complaint within three business days, you will receive a summary resolution communication. If no resolution is possible with three business days, you will receive a prompt written acknowledgment.

Thereafter, the Head of Compliance will keep each complainant reasonably informed about the progress of the investigation into their complaint. After 8 weeks a Final Response will be sent to the Complainant or alternatively, when the Complainant can expect a Final Response to be provided by the Firm.

If you are dissatisfied with the outcome of the Firm’s Final response, or 8 weeks have passed with no response, you may be eligible to refer your complaint directly to the Financial Ombudsman Service. Such a referral must be made within six months of the Firm’s Final Response.

The contact details of the Financial Ombudsman Service are:

The Financial Ombudsman Service, Exchange Tower, Harbour Exchange, London, E14 9SR

Tel: 0800 023 4567 (calls to this number are free on mobile phones and landlines)

Website: <http://www.financial-ombudsman.org.uk>