INSINGER GILISSEN
A QUINTET PRIVATE BANK

UK COMPLAINTS PROCEDURE

Our commitment
InsingerGilissen is committed to providing the best possible service to our clients. Unfortunately, mistakes can happen and we may fail to meet your expectations. If for any reason you are not satisfied with any aspect of our service, we would like to hear from you. That way, we can make relevant enquiries, endeavour to put things right for you and improve our service.

How to File a Complaint
If you wish to address your complaint directly to the Business Risk Management department who are ultimately responsible for complaints, please include the following information:

- Your name, address, telephone number and account number
- What your complaint is about
- Your request or suggestion
- Copies of relevant documents/attachments to handle your complaint , we ask you to submit your complaint by letter or e-mail.

Alternatively, you may wish to discuss your concerns directly with your advisor who will escalate your complaint to the Business Risk Management department for you. If you wish to discuss your concerns with your advisor, you can do so by letter, email, telephone or face to face.

In writing:
InsingerGilissen
Attn.: BRM
Herengracht 537
1017 BV Amsterdam
The Netherlands

By email:
brm.nl@InsingerGilissen.nl

By telephone:
InsingerGilissen: +31 20 521 50 00 or directly by contacting your advisor via: +44 20 7320 36 94

Procedure
We will make every effort to resolve the matter as soon as possible.

1. We will try to resolve your complaint within 3 business days of receipt.
2. If we consider a resolution has been agreed, we will send you a letter advising you of this. You can still refer your complaint to the Financial Ombudsman Service ("FOS") if you want to and we will tell you how to do this.
3. If we cannot agree a resolution within 3 working days, we will send you an acknowledgement advising of next steps.
4. We will send you a final response as soon as possible, but at any rate within eight weeks.
5. In our response we will state whether or not we agree with you and any actions we will take to put things right for you. If we cannot resolve the matter within eight weeks, we will notify you, stating the reasons and when to expect a response.
6. Occasionally we will not consider your complaint, for instance if more than six years have passed since the event you are complaining about happened or (if later) three years from the date you became aware or should have been aware you had cause to complain. In that case we will also notify you.

Follow-Up
We aim to resolve all complaints internally to your satisfaction. Should you be dissatisfied with our final response, you can request a review from the FOS. Where you have not raised your complaint with us first, the FOS will need our permission to consider your complaint. Otherwise, you are entitled to refer your complaint to them:

- After we have issued our Final Response; or
- After 8 weeks have passed since the date you complained (In instances where we have not issued you with a Final Response).

If you would like the FOS to look into your complaint, you should contact them within six months of the date of the final response issued to you. You can contact the FOS in the following ways:

In writing:
The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

By telephone:
0800 023 4 567

By email:
complaint.info@financial-ombudsman.org.uk

Online:
An online complaint form can be found on
www.financial-ombudsman.org.uk/contact-us

Further helpful information can be obtained directly from FOS or from its website www.financial-ombudsman.org.uk

There are some complaints that the FOS may not be able to consider. However we will still make you aware of your right to refer your complaint to the FOS and they will determine whether or not they can consider it.