

Complaints Procedure

SYNERGIS



At SynerGIS we are committed to providing an exceptional experience to our clients, but we accept that sometimes you may not be satisfied. We're sorry that you're not happy with our service. By making a complaint, you are giving us the opportunity to investigate and improve our services for everybody.

How do I make a complaint?

To make a complaint and to help us to deal with it quickly and efficiently, please contact us providing:

- Your name
- Your account number
- A telephone number or email address
- Details of your complaint

You can contact us at the following address:

*SynerGIS Capital
2 London Wall Buildings
London
EC2M 5PP*

When will I hear back about my complaint?

We will work to resolve your complaint as soon as we can. In the majority of cases, we will resolve your complaint within 5 working days, however, for more complex issues, we may need additional time to investigate your concerns. If we cannot resolve your complaint immediately, we will send you a prompt acknowledgement confirming the receipt of your complaint.

We will undertake a full investigation addressing all the points you raise and will do our best to reply to you with a written response within 28 days.

If we need more time to look into your complaint we will:

- Inform you who is personally dealing with it
- Keep you updated on our progress
- Provide you with a written explanation of the reasons for the delay and tell you when we will respond in full

Our complaints procedure allows us eight weeks to do this but we will do our best to get back to you within four weeks.

How will SynerGIS deal with my complaint?

Our aim is to ensure you feel we have handled your complaint fairly and that you are fully satisfied with the outcome.

Following industry best practice, we will:

- Investigate all points of your complaint thoroughly, fairly and efficiently
- Explain any feedback or resolutions in a way that is clear, fair and not misleading
- Act upon any action put forward and accepted by you promptly and efficiently
- Resolve your complaint as early as possible
- Use available information and guidance published by the Financial Conduct Authority and Financial Ombudsman Service

Taking your complaint further

If we are unable to issue a final response within eight weeks or you are not happy with our final response for any reason you may be able to refer the matter to the Financial Ombudsman Service (FOS).

The FOS offer a free and independent service for customers to resolve complaints, however they may be unable to deal with your dispute unless you have given SynerGIS a chance to review your case.

For more information:

Financial Ombudsman Service
Exchange Tower
London E14 9SR

Telephone: 030 0123 9123

Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk