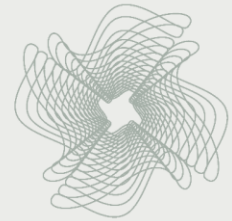


Complaints Procedure



Overview

At SynerGIS we are committed to providing the best-in-class client experience, but we accept that sometimes things go wrong. If this happens we will do our best to deal with your complaint quickly and to your satisfaction. To help us to do so quickly and efficiently, please contact us with:

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

Please contact us at the following address:

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

We will do everything we can to resolve your complaint as soon as we can.

For more complex issues, we may need more time to investigate your concerns.

If this is the case we will:

- Write to let you know we have received your complaint, and then
- Provide you with a response to the issues you've raised as soon as possible. Our complaints procedure allows us eight weeks to do this but we will do our best to get back to you within four weeks

Our aim is to ensure you feel we have handled your complaint fairly and that you are fully satisfied with the outcome. If we cannot resolve your complaint immediately, we will send you a prompt acknowledgement confirming the receipt of your complaint we will undertake full investigation addressing all the points you raise and will do our best to reply to you with our written response by post within 28 days.

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

- Tell 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

If you are still not happy:

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).

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