

## Our Complaints Procedure

### We can help

Our goal is to give excellent service to all our customers but we recognise that things do go wrong occasionally. We take all complaints seriously and aim to resolve customer complaints promptly. To ensure that we provide the kind of service you expect we welcome your feedback.

### Our promise to you

We will record and analyse your comments to make sure we continually improve the service we offer. We will investigate your complaint thoroughly and fairly, and will keep you fully informed of our progress.

### How to Contact Santander Asset Management UK about a Complaint

Santander Asset Management UK: Distribution & Client Services Team  
287 St Vincent Street  
Glasgow  
G2 5NB  
United Kingdom

Email: [SAMUKComplaints@santanderam.com](mailto:SAMUKComplaints@santanderam.com)

On receiving a complaint, SAM UK will send a written acknowledgement within 2 business days, providing early reassurance that the complaint has been received and is being dealt with. An 'initial response' will then be sent within 7 days.

SAM UK will then review your complaint, taking up to a maximum of 8 weeks, and send you either

- A 'final response' in writing which either accepts the complaint, and, if appropriate offers redress or remedial action; refuses the complaint but offers reasons or remedial action; or rejects the complaint and provides the reasons for doing so.
- A written response explaining why SAM UK is not in a position to give a final response and indicates when it may be able to provide one.

### Next steps

Depending on the nature of your complaint, or if you are unhappy with the outcome of our investigation, you may have the right to refer your complaint to the Financial Ombudsman Service:

Financial Ombudsman Service

South Quay Plaza

183 Marsh Wall

London

E14 9SR

Tel: 0845 080 1800

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Web: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

The Ombudsman may investigate your complaint and make a decision. The Ombudsman can only consider a case when our own complaints procedures have been fully exhausted, and providing you refer your case within 6 months of our final response.