

**treasury**capital  
**fund solutions**

*an EQT partner business*

trust | transparency | tenacity | teamwork

Complaints Policy  
April 2018

At Treasury Capital Fund Solutions (TCFS) we aim to provide our clients with a great service. If you are unsatisfied with anything we do, please let us know and we will do our best to put things right.

### Making a Complaint

You can communicate with us in the following ways:

#### UK

- Email: [investorqueries@fnztaservices.com](mailto:investorqueries@fnztaservices.com)
- Telephone: 0330 0240 785 or 00 44 (0) 330 0240 785 for outside the UK
- Or in writing to: Treasury Capital Fund Solutions  
C/O – FNZ TA Services Ltd  
Level 5  
67 Lombard Street  
London  
EC3V 9LJ

#### Ireland

- Email: [Ta-Dublin@sgss.socgen.com](mailto:Ta-Dublin@sgss.socgen.com)
- Telephone: + 353 (0) 1 6750379
- Or in writing to: Treasury Capital Fund Solutions  
C/O – Societe Generale Securities Services  
SGSS (Ireland) Limited, 3rd Floor  
IFSC House, IFSC  
Dublin 1

When contacting us please provide us with your full name, address and account number, together with the full details of your complaint.

The following is a summary of how we will manage your complaint, if we cannot resolve it to your satisfaction by telephone on the day of receipt:

- You will receive an acknowledgement of your complaint in writing within five business days of receipt.
- A member of the team will investigate your complaint precisely and independently. If we are unable to resolve a complaint within four weeks, we will advise you in writing indicating when a final response will be available.
- In the unlikely event that we are unable to resolve your complaint within eight weeks, we will write to you to explain why this is and when we will be able to make a final response.

### Financial Ombudsman Service (UK Only)

If you are not satisfied with the outcome of our investigation into your complaint, or we have not been able to provide you with a full response within eight weeks of receipt of your complaint, you may refer your complaint to the Financial Ombudsman Service (FOS).

We will provide you with the details for referring to the FOS, with our final response or our explanatory letter if we have been unable to resolve the matter within 8 weeks.

The Financial Ombudsman Service <http://www.fos.org.uk/> can be contacted by:

- Email: [enquiries@financial-ombudsman.org.uk](mailto:enquiries@financial-ombudsman.org.uk)
- Telephone: 0845 080 1800
- Or in writing to: South Quay Plaza

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183 Marsh Wall  
London  
E14 9SR

### **Financial Services and Pensions Ombudsman (Ireland Only)**

If you are not satisfied with the outcome of our investigation into your complaint, or we have not been able to provide you with a full response within eight weeks of receipt of your complaint, you may refer your complaint to the Financial Services and Pensions Ombudsman (FSPO)).

We will provide you with the details for referring to the FSPO, with our final response or our explanatory letter if we have been unable to resolve the matter within 8 weeks.

The Financial Services and Pensions Ombudsman (FSPO) <https://www.fspo.ie/> can be contacted by:

- Email: [info@fspo.ie](mailto:info@fspo.ie)
- Telephone: +3353 1 567 7000

\* Please note that calls may be recorded for training or for the authentication of actualities.

TCFS is authorised and regulated by the Financial Conduct Authority and is entered on the register under reference 227807. The FCA's address is 25 The North Colonnade, Canary Wharf, London, E14 5HS. Registered in England number 04856420. Registered office: Bow House, 1A Bow Lane, London, EC4M 9EE

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