

Summary of Complaints Handling Process

A summary of our Complaints Handling Process

At Crown Agents Bank and Investment Management we value our clients and place great importance on providing the highest standards of service. One measure of our reputation and success is how well we treat our clients when problems arise. We aim to have the prompt acknowledgement and quality resolution of complaints at the centre of our culture.

We therefore provide details on various ways you can contact us if a situation should arise where you are dissatisfied and would like to make a complaint.

How to contact us

by email	Crown Agents Bank	bankenquiries@crownagentsbank.com
	Crown Agents Investment Management	caimlenquiries@crownagentsbank.com
by telephone (note, telephone calls may be recorded)	Crown Agents Bank	+44 (0) 20 8643 2900
	Crown Agents Investment Management	+44 (0) 20 8643 7222
by fax	Crown Agents Bank	+44 (0) 20 8643 6250
	Crown Agents Investment Management	+44 (0) 20 8643 9113
in writing	Compliance Manager Crown Agents Bank and Investment Management St Nicholas House St Nicholas Road Sutton Surrey SM1 1EL England	

Timeframe

Generally we will endeavour to handle and resolve your complaint promptly. We will ensure that your complaint is acknowledged, investigated, given fair and impartial treatment and we will make an offer of redress or remedial action, as appropriate. We will write to you no later than 8 weeks from the date of your complaint with our final response, whether or not we were able to resolve your complaint.

If you are subsequently dissatisfied after a resolution or final response

You may have the right to refer your complaint to the Financial Ombudsman Service (the "Ombudsman") and have 6 months to do so from the date of receipt of our final response. The Ombudsman is an independent body who has official powers to decide individual complaints between consumers and financial businesses in the UK. For further details of the Ombudsman Service: www.financial-ombudsman.org.uk.

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Are you eligible to complain to the Ombudsman?

The majority of our clients are not eligible complainants, that is, they may not qualify to use the Ombudsman Service. We will however always attend to your complaints and provide you with the contact details for the Ombudsman for referral of your complaint.

How we are regulated

Crown Agents Bank Limited

We are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority for the conduct of financial business in the UK. The Firm's reference number is 204456.

Crown Agents Investment Management Limited

We are authorised and regulated by the Financial Conduct Authority for the conduct of financial business in the UK. The Firm's reference number is 119207.