

Overseas Trust and Pension Complaints Policy

Overseas Trust and Pension is committed to providing high-quality products and customer service. However, there may be occasions when you feel that our service has fallen below the expected standard. If this is the case and you wish to make a complaint, we will thoroughly investigate your concerns and aim to resolve matters quickly and fairly.

Our complaints procedure follows:

Please provide as much detail as possible about your complaint in writing by email or post to:

Compliance Team
Overseas Trust and Pension
2nd Floor, Elizabeth House
Les Ruettes Brayes
St Peter Port
Guernsey
GY1 1EW

Email: enquiries@trustandpension.com

- We will send written acknowledgement of your complaint within 5 working days of receipt.
- We will gather all the relevant information, documents and comments from the team and investigate your complaint.
- If we are unable to resolve your complaint within four weeks of receipt, we write to explain why additional time is required and when you can expect our response.
- When we have completed our investigation, we will provide you with a final written response.

If you are not satisfied with our final response you may be able to ask the Channel Islands Ombudsman (Pension products only), to review your complaint. The contact details for the Channel Islands Ombudsman are:

Channel Islands Financial Ombudsman (CIFO)
P O Box 114
Jersey, Channel Islands
JE4 9QG
Email: enquiries@ci-fo.org
Website: www.ci-fo.org
Telephone: + 44 (0) 1481 722218

Overseas Trust & Pension, 2nd Floor, Elizabeth House, Les Ruettes Brayes, St Peter Port, Guernsey, GY1 1EW

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