



**TROY ASSET MANAGEMENT LIMITED**  
(the "Firm")

**Complaints Handling Procedure**

If you are dissatisfied with any aspect of the service you have received from us we would like to hear from you. We believe that good businesses listen to their customers and seek to fix what has gone wrong. If you think that we have not given you the standard of service which you would expect or that we have made a mistake, please let us know so we can investigate, where we agree there is an issue, seek to put matters right as quickly as possible, and take steps to prevent it from happening again.

Complaints can be made in a number of ways, including by writing to us as follows:

- (a) **If by post:** Compliance Department, Troy Asset Management Limited, 33 Davies Street, London W1K 4BP, United Kingdom:
- (b) **If by email to:** [Compliance@taml.co.uk](mailto:Compliance@taml.co.uk)
- (c) **If by telephone:** +44 (0)207 290 4030

To help us investigate and resolve the complaint as quickly as possible, please provide us with the following information:

- your full name, address and your telephone number and a convenient time to contact you;
- a full description of your complaint and what you want us to do to resolve your complaint; and
- copies of any relevant documentation you wish us to consider as part of the complaint investigation.

**Our process**

We aim to resolve all complaints as quickly as possible and with minimum inconvenience to you so please provide us with the information needed to allow us to investigate your complaint. We will keep you informed of the progress of your complaint and tell you what we are doing to put things right.

**The Financial Ombudsman Service**

If we cannot resolve the complaint to your satisfaction, you may (subject to your status as a complainant) have the right to refer your complaint to the Financial Ombudsman Service, an independent dispute resolution service further details of which are set out below. They can give you an explanatory leaflet as well as more information about the types of complaint they can help with.

Their contact details are:

**Address:**

The Financial Ombudsman, Exchange Tower  
London  
E14 9SR  
United Kingdom.

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

**Telephone:** 0800 023 4567 or 0300 123 9123

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