



Troy Asset Management Limited

Complaints Handling Procedure

Date: December 2023



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 and make improvements where necessary. If you think that we have not given you the standard of service which you would expect that we have made a mistake, please let us know so we can investigate accordingly. Where we agree there is an issue, we will seek to put matters right as quickly as possible and take appropriate steps to prevent such issues 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
- (c) **If by telephone:** +44 (0)207 499 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 investigation.

Our process

We will 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 our progress in resolving 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, or within 8 weeks from when you raised the complaint with us, 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. 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 Service, Exchange Tower, Harbour Exchange, London, E14 9SR, United Kingdom

Email: complaint.info@financial-ombudsman.org.uk

Telephone: 0800 023 4567 or 0300 123 9123

Website: www.financial-ombudsman.org.uk