



## HOW CAN I COMPLAIN

ADM Investor Services International Limited is committed to providing products and services of the highest standards. If, however, our service falls short of your expectations or you would like to share with us any complaint about our products or services, please contact your usual service provider or relationship Manager. Alternatively, please send an E-mail to:

[Compliance@admisi.com](mailto:Compliance@admisi.com)

Your complaint will then be handled in accordance with the Firm's complaints management policy and the Firm's complaints management function will be responsible for investigating your complaint fully and impartially.

The Firm will provide a copy of its written procedure for handling complaints free of charge upon request or when acknowledging a complaint. This aims to provide clear, accurate and up-to-date information about our complaints-handling process.

Your complaint will be acknowledged promptly in writing to inform you that we have received it and are dealing with it. We will keep you informed of the progress of the measures being taken to resolve the complaint and will provide a substantive response as soon as reasonably possible afterwards.

If we need additional information from you in order to investigate your complaint fully, we will let you know.

Once the investigation has been completed, we will notify you whether or not your complaint has been upheld and, in appropriate circumstances, what remedial action or redress we intend to take as a result.

We will also notify you of your options, including that you may be able to refer the complaint to an alternative dispute resolution entity, to a financial ombudsman or that you may be able to take civil action.

Please note that local legal and regulatory obligations relating to complaints handling may exist in certain jurisdictions where ADMIS operates. Please refer to local webpages. In the event of any difference between the complaints handling procedure described here and such local procedures, the local procedure will take precedence in the relevant context.

If you are not satisfied with the outcome of a complaint that you have made to ADMISI and you are an Eligible Complainant (as defined by the FCA) you have the right to contact the UK Financial Ombudsman Service and ask them to investigate the complaint. Please note that the Firm must be given an opportunity to address a complaint before the Ombudsman.

You can contact the Financial Ombudsman Service by E-mail:

[Complaint.info@financial-ombudsman.org.uk](mailto:Complaint.info@financial-ombudsman.org.uk)

Or by visiting their website:

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