

Complaints handling procedure

We're here to help

At Alliance Trust Savings we value your business and care about your experience with us.

If, for any reason, you are not entirely satisfied with our service, we want to hear from you so we can put matters right, and where appropriate, take steps to prevent the problem happening again.

Your feedback is very important and allows us to continually improve the products and services we offer.

It's our aim to:

- Make it easy for you to tell us about your complaint
- Give your complaint the attention it deserves
- Resolve your complaint without unnecessary delay
- Make sure you are satisfied with how your complaint was resolved

How do I make a complaint?

If you would like to make a complaint, you can do by:

Post: Address your letter to:

Service Quality Manager, Alliance Trust Savings Limited, PO Box 164, 8 West Marketgait, Dundee DD1 9YP

Tel: Contact our Client Services team on **01382 573737** who will take details of your complaint verbally and pass it to the Service Quality Manager*

Fax: Fax the Service Quality Manager on **01382 321183**

Email: Email the Service Quality Manager at servicequalityteam@alliancetrust.co.uk

To allow us to properly investigate and address your complaint, we ask that you provide the following information when contacting us:

- Your full name
- Any relevant reference numbers (e.g. plan number)
- A detailed explanation of your concerns
- Copies of any relevant documents (you should hold on to the originals)
- Your contact details and preferred method of contact

We also recommend that you keep a copy of your correspondence with us for your reference.

* Telephone calls may be recorded for compliance monitoring and training purposes.

How quickly will my complaint be dealt with?

We aim to address your concerns straight away. However, it may take longer to investigate the matter fully. If we are unable to resolve matters within three business days following the day on which your complaint was received, we will write to you to acknowledge your complaint, let you know who is dealing with it and when we intend to respond. We will also keep you updated on our progress. When we have completed our investigation, we will let you know our final response and how you can take the matter further if you are dissatisfied.

If we cannot reach an agreement within eight weeks of when you first raised the matter, we will write to you to tell you why we have not completed our investigations and advise you of when you can expect a resolution.

What can I do if I am unhappy with the outcome or progress of my complaint?

We treat your concerns very seriously. In the unlikely event that you are not satisfied with our response, we can discuss any further concerns you may have.

If, however, you are still unhappy with our efforts or your concerns have not been addressed within eight weeks of when you first raised the matter with us, you may be entitled to refer your complaint to the Financial Ombudsman Service.

The Financial Ombudsman Service offers a free independent service and can help with most financial complaints. There are some limitations on what they can investigate and further information regarding this can be obtained from them. We will tell you if you have the right to refer, either in our final decision letter to you or in the letter sent eight weeks after we received the complaint, whichever is sooner.

You can contact the Financial Ombudsman Service as follows:

The Financial Ombudsman Service

Exchange Tower
London
E14 9SR

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

You can call the Financial Ombudsman Service on **0800 023 4567** or visit their website at www.financial-ombudsman.org.uk

Please remember that we are committed to resolving your complaint fairly and quickly.

Alliance Trust Savings

PO Box 164, 8 West Marketgait, Dundee DD1 9YP T +44 (0)1382 573737 F +44 (0)1382 321183
E contact@alliancetrust.co.uk www.alliancetrustsavings.co.uk

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