

# COMPLAINTS PROCEDURE

## YOUR FEEDBACK IS VALUABLE TO US

We always strive to meet your expectations, which is why it's important to us that you let us know when you're unhappy with our service. This way we can work towards a resolution for everyone.

### OUR COMMITMENT

Our goal is to resolve all complaints quickly and efficiently. Every complaint is taken seriously and goes through the same process. We want to:


- › Make it easy for you to tell us about your experience
- › Carry out a thorough investigation
- › Consider our decision carefully
- › Explain our conclusions to you clearly
- › Ensure you are treated fairly
- › Learn from our mistakes.


### OUR PROCESS


- › We will acknowledge receipt of your complaint within five working days
- › Where possible, we will provide a full response to complaints within ten working days
- › If we are unable to give a full reply to your complaint within four weeks of receiving it, we will write to you with details of the progress of our investigation. In this letter we will tell you when we expect to be in a position to fully respond and will give you details of our continuing investigation
- › In exceptional circumstances, where we are unable to complete an investigation after eight weeks, we will send you an explanation of why we are not able to send a final response letter and when we expect to be able to do so.

### How to get in touch

You can raise a complaint at any time to any member of staff using the following details:

 +44 (0)1624 655 383

 IOM.Complaints@utmostinternational.com

 Complaints  
Utmost International Isle of Man Limited  
King Edward Bay House  
King Edward Road  
Onchan, Isle of Man  
IM99 1NU  
British Isles

To help us resolve your complaint, please remember to include the policy number, dates and any additional details.

## IF YOU ARE DISSATISFIED

We aim for positive resolutions with your satisfaction in mind. However, if you are unhappy with the outcome of our investigation, or it has been longer than 8 weeks, you may have the right to refer the complaint to the Financial Services Ombudsman Scheme for the Isle of Man.

The scheme is specifically aimed at individuals which means that complaints from companies (including Corporate Trustees, with the exception of managers or Corporate Trustees of self-invested pension schemes (SIPPS)) are excluded.

The scheme does not cover the activities of Trust Service Providers including Corporate Trustees, with the exception of managers or Corporate Trustees of self-invested pension schemes (SIPPS). Clients of Utmost International Trustee Solutions Limited may however still be able to refer their complaint to the Ombudsman if the complaint is in respect of the activities of Utmost International Isle of Man Limited as the bond provider.

You can contact the Financial Services Ombudsman at:

**Post:** The Financial Services Ombudsman Scheme  
for the Isle of Man  
Thie Slieau Whallian  
Foxdale Road  
St John's  
Isle of Man  
IM4 3AS  
British Isles

**Tel:** +44 (0)1624 686 500

**Email:** ombudsman@iomoft.gov.im

**Website:** gov.im/oft



Making a complaint will not affect your right to take legal proceedings during mediation. However, if you elect to have your case referred to the Financial Services Ombudsman Scheme then, other than on a point of law, their decision is binding on you and Utmost.

## A WEALTH *of* DIFFERENCE

[www.utmostinternational.com](http://www.utmostinternational.com)

Utmost International Isle of Man Limited is registered in the Isle of Man under number 024916C. Registered Office: King Edward Bay House, King Edward Road, Onchan, Isle of Man, IM99 1NU, British Isles. Licensed by the Isle of Man Financial Services Authority.

Utmost Wealth Solutions is registered in the Isle of Man as a business name of Utmost International Isle of Man Limited.

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