

AVIVA INVESTORS GLOBAL SERVICES LIMITED COMPLAINTS HANDLING PROCESS

January 2018

avivainvestors.com

Aviva: [External](#)



COMPLAINTS HANDLING PROCESS

JANUARY 2018



Introduction

Aviva Investors ("AI") values the interest of our clients and aims to deliver the best possible investor outcomes and customer service. We have implemented a robust complaints handling process to ensure that any time clients inform us that we may have fallen below our high standards, complaints are reviewed in a fair and efficient manner.

Complaints Handling

Complaints may be submitted free of charge using the contact details below, in English:

Post:

Michelle Calcutt, Head of Client Experience
Aviva Investors Global Services Limited
St Helens
1 Undershaft
London
EC3P 3DQ

Email: Michelle.calcutt@avivainvestors.com

Phone: + 44 (0)207 809 6000

Once a complaint is received, AI will:

- Investigate the complaint competently, diligently and impartially, and will obtain additional information as necessary;
- Assess fairly, consistently and promptly:
 - The subject matter of the complaint;
 - Whether the complaint should be upheld;
 - What remedial action and/ or redress may be appropriate; and
 - If appropriate, whether AI believes that another respondent may be solely or jointly responsible for the matter alleged in the complaint; and
- Comply promptly with any offer of remedial action or redress accepted by the complainant.

AI will communicate with complainants in plain language that is easy to understand and shall respond to any complaint without undue delay.

If a complaint cannot be resolved within 3 business days, we will write to you acknowledging receipt of your complaint. We will respond to your complaint within 15 working days. If it becomes apparent that it is likely to take longer than 15 working days to investigate and resolve we will write to you and let you know that more time is needed.

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If you are not happy with our response

If you feel we've not considered all of your issues or you can provide further information, please let us know and we'll be happy to review it. But if you're unhappy with the outcome you can ask the Financial Ombudsman Service to carry out an independent review of your complaint. In any event, you have the right to ask them to review your complaint if we've been unable to resolve it within 8 weeks.

If you are unsure whether the Financial Ombudsman Service will consider your complaint, please contact them directly for advice. The service they provide is free and impartial and contacting them at any stage of your complaint will not affect your legal rights.

The contact details are:

Financial Ombudsman Service

Exchange Tower
London
E14 9SR

Their phone numbers are **0300 123 9123** (charged at a national rate) or **0800 023 4567** (free from UK landlines and mobiles). Lines are open from Monday to Friday - 8am to 8pm, Saturday - 9am to 1pm.

You can send an e-mail to: complaint.info@financial-ombudsman.org.uk

Or you can log on to their website: www.financial-ombudsman.org.uk