

Nedgroup Investments International

Complaints Procedure



Nedgroup Investments International is:

Nedgroup Investments (IOM) Limited - licensed by the Isle of Man Financial Services Authority to provide collective investment scheme services.

Nedgroup Investment Advisors (UK) Limited - authorised and regulated in the UK by the Financial Conduct Authority.

Introduction

Nedgroup Investments International takes all complaints it receives seriously and established procedures are in place to ensure that we adhere to all requirements upon receipt of such a complaint.

Nedgroup Investments defines a complaint as a breakdown in service standards, confidentially or otherwise. A complaint is taken as an opportunity to improve our services and remedy shortfalls. This also covers the dissatisfaction of a service or activity relating to the business offered by Nedgroup Investments International.

How to make a complaint

If you wish to make a complaint, you should in the first instance do so either orally or in written format. Please direct complaints to any of the following:

By e-mail: helpdesk@nedgroupinvestments.com

By telephone:

Toll-free from South Africa only: 0800 999 160

Outside of South Africa: +44 (0)1624 645150

Postal address:

Nedgroup Investments
First Floor
St Mary's Court
20 Hill Street
Douglas
Isle of Man
IM1 1EU

Fax no: +44(0) 1624 670630

If you feel your complaint is not resolved satisfactorily by us, you should be aware of your right to subsequently refer your complaint to the Isle of Man Financial Services Ombudsman Scheme, contact details are as follows:

Postal address:

The Financial Services Ombudsman Scheme for the Isle of Man
Government Buildings, Lord Street,
Douglas,
Isle of Man
IM1 1LE
British Isles

Fax no: +44 (0) 1624 686504

Where a complaint is in relation to **Nedgroup Investment MultiFunds Plc** or **Nedgroup Investments Funds Plc** and you are not satisfied with the outcome of investigation by Nedgroup Investments International you have the right to refer the matter to the Central Bank of Ireland:

Central Bank of Ireland
Block D
Iveagh Court
Harcourt Road
Dublin 2

Web site: www.centralbank.ie

How does Nedgroup Investments International assess a complaint?

Upon receipt of a complaint, the nature and the seriousness of the complaint is assessed on an individual basis. Each complaint is also assessed as to whether it is a significant or a minor complaint. The following definitions are offered as a guideline as to how a complaint is assessed.

Significant Complaint	A complaint involving financial loss, a repetition of a minor complaint or a complaint where the circumstances warrant that it should be treated as a significant complaint.
Minor Complaint	A complaint that does not fall into the category above

How is a complaint processed?

1. An acknowledgement is normally forwarded to the complainant within two working days, confirming receipt of the complaint and stating that a full response will be issued as soon as possible.
2. The Complainant must be kept informed as to the progress of the response if the complaint is still being investigated.
3. After an overall limit of 8 weeks from receipt of the complaint, the Complainant must receive either: -
 - (a) A final response, informing the complainant of their right to refer their complaint to the Isle of Man Financial Services Ombudsman Scheme, with details of the Scheme; or
 - (b) A response explaining the reasons why Nedgroup Investments International is still not in a position to issue a final response, when a final response could be expected and informing the complainant of their right to refer their complaint to the Isle of Man Financial Services Ombudsman Scheme, with details of the Scheme.
4. The Complainant will have the right to request a review by the Senior Adjudicator of the Adjudicator's provisional determination. The outcome of any such review will be binding on both parties. The only right of appeal against the final determination being to the High Court on a point of law. Currently no such right to review any Adjudicator's determination exists.
5. Where applicable any error will be rectified and the Complainant advised of the outcome.
6. Where the complaint is being treated as a significant complaint and the Complainant has received a full reply and has not responded within one month of its despatch, the Complaint can be treated as being resolved.