



Investec Europe Limited (IEL) – Client Complaints Handling Procedure

Investec Europe Limited (IEL) is committed to providing a high standard of customer service. If however you are unhappy with the quality of service you have received from IEL you may wish to lodge a complaint. A complaint may be made to Complaints function at Investec Europe Limited, The Harcourt Building, Harcourt Street, Dublin 2 or complaints@investec.ie. IEL will promptly handle your complaint professionally and impartially and will endeavour to resolve the issue to your satisfaction.

The following is a summary of how IEL will deal with your complaint:

IEL Approach

When we receive your complaint we will endeavour to address it as quickly and fairly as possible. We will acknowledge and aim to satisfactorily address your complaint within five business days.

Regular Updates

As some complaints can be quite complex we may not always be able to resolve the issue as quickly as we would like. If however we are unable to resolve your complaint within five business days, we will send you regular updates and we will always aim to have your complaint fully investigated within forty business days. Following the completion of our investigation we will advise you in writing as to the outcome.

Financial Services Ombudsman

In the unlikely event that we are unable to resolve your complaint within forty business days, we will advise you in writing why we are still not in a position to make a final response and when we expect to be able to do so. We will also provide you with the contact details of the Financial Service Ombudsman (FSO). This will enable you, if you so wish, to refer your complaint to the FSO in the event that you are dissatisfied with the delay.

Our response and Further actions

If you are dissatisfied with the outcome of your complaint, you may, depending on your eligibility, have the option of bringing the matter to the attention of the FSO. The FSO is independent and its role is to deal with complaints which consumers have regarding their dealings with financial service providers. The FSO service is free of charge and we will provide you with further information in relation to the FSO in our final response to you.

