

Complaints Process

If you have a complaint, please let us know

At Crown Agents Investment Management Ltd we aim to provide excellent service to our customers. However, we know that sometimes things can go wrong and that you may have cause to complain. If you have a complaint, then please let us know as soon as possible.

If we cannot resolve your complaint immediately, we will send you an acknowledgement within 5 business days. This acknowledgement will include the name and contact details of the person handling your complaint, this may not be the same person who received your complaint.

We will do our best to resolve your complaint within four weeks. If more time is required to resolve your complaint, we will keep you informed every step of the way. A final response will be sent to you within eight weeks of your original complaint.

In order for us to resolve your complaint as quickly as possible, please include the following information when contacting us:

- Name and reference number of your portfolio
- As much information about the complaint that you feel able to give
- Whether there are any actions that you would like us to take to resolve your complaint

How to make a complaint

You can email any employee of Crown Agents Investment Management Ltd directly.

You can email your complaint directly to CAIMLenquiries@caiml.com

You can write to us at:

Crown Agents Investment Management Ltd
The Rex Building
62 Queen Street
London EC4R 1EB
UK

By phone:

You can make a complaint directly to any employee of Crown Agents Investment Management Ltd. You can call us on +44 (0)20 3903 2500 Monday to Friday 9am to 5pm (excluding UK bank holidays).

In person:

You can make a complaint when meeting any employee of Crown Agents Investment Management Ltd.