

AITi Wealth Management (UK) Limited

Complaints Management Procedure

1. INTRODUCTION

AITi Wealth Management (UK) Limited (“AWM UK”) is committed to providing exceptional service to all clients. However, we appreciate that there may be occasions where clients wish to raise a complaint, in the event that a client is dissatisfied with our services, AWM UK will take complaints seriously and aim to resolve them promptly, fairly and transparently. This procedure outlines how the AWM UK handles complaints in compliance with the Financial Conduct Authority (“FCA”) regulations, ensuring our clients’ concerns are addressed appropriately.

2. MAKING A COMPLAINT

All information provided to AITi Wealth Management (UK) Limited is confidential. If you have a complaint with the way that we have provided, or have failed to provide, a financial service, we ask that you contact the International Chief Risk and Compliance Officer (“CRCO”) at the following address either by letter or telephone to outline your concerns.

Address: International Chief Risk and Compliance Officer
AITi Tiedemann Global,
Level 5 Nova North,
11 Bressenden Place,
London, SW1E 5BY

Email: ComplianceEnquiries@alti-global.com

Telephone: +44 (0)20 7195 1400

3. WHAT HAPPENS NEXT?

On receipt of your complaint, we will send you a prompt written acknowledgement of receipt, keep you updated and regularly informed of progress, and within eight weeks we will send you a written response. This will either be a final response or a holding response, if for example, further information is required.

To ensure we can investigate complaints efficiently, we ask that you please provide us with your full name and contact details, a full description of your complaint and how it has affected you/ your experience with us, any relevant documents or information, and what outcome you are seeking. If the nature of the complaint or any other details are unclear, we may telephone or write to you to clarify the area(s) of concern. Once we have all the information needed, we will consider the complaint fairly and impartially and provide a written response indicating our decision. If the letter

takes the form of our initial view, we will inform you of this and you may accept our view or reject it, in which case we will re-visit your complaint in light of any additional comments made. If you do not respond, we will treat the complaint as closed.

If your complaint is not resolved to your satisfaction, then you may be entitled to refer your complaint to the Financial Ombudsman Service (FOS). You must contact the FOS within six months of the date of the letter in which we communicate our final decision to you otherwise you may lose the right to bring the complaint to the FOS. In our final decision letter, we will always provide you with full information about how to do this.

4. FINANCIAL OMBUDSMAN SERVICE

Contact details for FOS are as follows:

Address:	Financial Ombudsman Service Exchange Tower, London, E14 9SR
Website:	www.financial-ombudsman.org.uk
Email:	complaint.info@financial-ombudsman.org.uk
Telephone:	+44 (0)800 023 4567 (free) / +44 (0)300 123 9123 (low-cost)

Please check the FOS website to determine whether you are an eligible complainant.