

Summary Complaints Procedure

At PhillipCapital UK, our aim is to provide the best service in the market. If we fall short of this aim, we want you to tell us. In the unlikely event that you feel at any time dissatisfied with the service or you feel that your query has not been satisfactorily resolved, you can submit a formal complaint to us using one of the following methods:

1. Fill in the complaints form, by selecting complaints from the dropdown list;
2. Email us at complaints@phillipcapitaluk.com; or
3. Alternatively, you can write to us at the following address:

PhillipCapital UK - Complaints Department
5th Floor, Candlewick house
120 Cannon Street
London
EC4N 6AS

Complaints Handling Process

Your complaint will be directed to our compliance team who will investigate the circumstance of the complaint on your behalf.

Upon receipt of your complaint, we will write to you acknowledging your complaint and setting out who will be investigating the matter on your behalf. We always aim to resolve complaints as quickly as possible. In the event that a quick resolution is not possible, we will in any event write to you within eight weeks with an explanation as to

- (a) Why we have not been able to provide you with a final response – and an indication of when we hope to be able to do so; and
- (b) Provide you with a copy of the Financial Ombudsman Service explanatory leaflet and inform you that you may be able to refer your complaint to them

Financial Ombudsman Service

If you do not feel that we have appropriately resolved your complaint you may be able to refer it to the Financial Ombudsman Service – an independent organisation who helps to resolve disputes between companies and clients.

The address of the financial Ombudsman Service:

Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London
E14 9SR

Or find out more at www.financial-ombudsman.org.uk.



PhillipCapital UK

www.phillipcapitaluk.com

HELP DESK: 08450 738 822 OUTSIDE OF THE UK: +44 (0) 207 3983 100 EMAIL: support@phillipcapitaluk.com

PhillipCapital UK is a trading name of King & Shaxson Capital Limited (Company Number: 2863591).

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