

COMPLAINTS PROCEDURES

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SG Kleinwort Hambros endeavours to provide its customers with the highest level of service at all times.

SG Kleinwort Hambros' complaints procedures are set out in accordance with the Financial Conduct Authority and Financial Ombudsman Service requirements. You can make a complaint in person, over the telephone, or in writing via letter or email. Please contact your Private Banker or dedicated support team first to raise any queries, or write to the relevant SG Kleinwort Hambros office. You can also submit your inquiry using the website contact form. Once received, your complaint will be logged and investigated.

Whilst we hope to be able to resolve any issues that you might have immediately and without the need for written recourse, if this is not possible, we will act on your formal complaint in the following way.

- 1. Immediate resolution process:** Three days – If we are able to resolve your complaint to your satisfaction by the close of the third business day, we will issue you with a summary resolution communication, advising that your complaint has been resolved and informing you of your right to take your complaint to the Financial Ombudsman Service (“FOS”).
- 2. Written acknowledgement:** On receipt of your complaint, if it remains unresolved after three business days, we will send you a written acknowledgement within five business days, informing you of the person who will be dealing with your complaint and providing you with a copy of these procedures. Where necessary, we may ask you to provide written details of your complaint.
- 3. Written response:** We aim to resolve complaints within eight weeks of receiving them, if not sooner. However, if we are still unable to resolve the problem in this time, we will contact you to explain the delay and keep you fully informed as to when we expect to resolve the problem. For complaints in relation to payments, we aim to resolve within 15 business days, extended to 35 business days in exceptional circumstances.

If you are not satisfied with our final response to you, you may refer the matter to Financial Ombudsman Service (“FOS”). You may contact FOS directly via their website: www.financial-ombudsman.org.uk.

- 4. Keeping you informed:** We will endeavour to keep you informed of progress on the resolution of your complaint.

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Contacts

You can contact us in the following ways:

- **By telephone:**

London: +44 20 7597 3000
Edinburgh: +44 131 523 1140
Cambridge: +44 1799 533600
Leeds: + 44 113 218 1970
Newbury: +44 020 7597 3290

- **By post:**

SG Kleinwort Hambros Bank Limited

London

One Bank Street, Canary Wharf
London E14 4SG

Edinburgh

Capital Building
12-13 St Andrew Square
Edinburgh EH2 2AF

Cambridge

FORA
20 Station Road
CB1 2JD Cambridge

Leeds

6 Wellington Place
3rd Floor
LS1 4AP Leeds

Newbury

3 Northcroft Lane
Berkshire
Newbury RG14 1BT

- **Via the website contact form:**

www.kleinworthambros.com/en/tools/contact/

SG Kleinwort Hambros Bank Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. The company is incorporated in England and Wales under number 964058 with registered office at One Bank Street, Canary Wharf, London E14 4SG.

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One Bank Street, Canary Wharf

London E14 4SG

T +44 20 7597 3000

F +44 20 7597 3456

www.kleinworthambros.com

