



Complaints Handling Process

Brewin Dolphin is committed to providing a high standard of customer service. If however you are unhappy with the quality of service you have received from Brewin Dolphin, you may wish to lodge a complaint. An expression of dissatisfaction may be made to your Brewin Dolphin Investment Manager or other Brewin Dolphin point of contact, either in writing (including email) or by phone. Should you wish to make a formal complaint, please address your correspondence to Complaints Management Function, The Compliance Department, The Harcourt Building, Harcourt Street, Dublin 2 or complaints@brewindolphin.ie. Brewin Dolphin has an internal complaints handling procedure and will promptly and impartially handle your complaint and will endeavour to resolve the issue to your satisfaction.

Receipt

Upon receipt of 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.

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 and Pensions Ombudsman (FSPO)

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 FSPO. This will enable you, if you so wish, to refer your complaint to the FSPO in the event you are dissatisfied with the delay.

Our responses 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 FSPO. The FSPO is independent and its role is to deal with complaints which consumers have regarding their dealings with financial service providers. The FSPO service is free of charge and we will provide you with further information in relation to the FSPO in our final response to you.

www.brewin.ie

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Registered Office: 3 Richview Office Park, Clonskeagh, Dublin 14

Brewin Dolphin is a "Qualifying Fund manager" (QFM) as defined in section 784A, Taxes Consolidation Act, 1997