

# LGIM Complaints Handling Procedure

## OUR PROMISE TO YOU

We take all complaints from clients and potential clients seriously and commit to undertaking the following approach. We will:

- Treat your complaint fairly, consistently and impartially
- Provide written acknowledgement of your complaint as soon as possible
- Investigate (by an impartial employee) and seek to resolve your complaint without undue delay
- Inform you of the progress of the complaint throughout the process

Once your complaint has been resolved, we will analyse it and learn from your experience.

## CONTACT DETAILS FOR LODGING A COMPLAINT

Legal & General Investment Management, One Coleman Street, London, EC2R 5AA

Telephone: **+44 (0)20 3124 3145** E-mail: [Complaints@lgim.com](mailto:Complaints@lgim.com)

To ensure quality of service and for the protection of parties, telephone calls may be recorded and monitored.

## INVESTIGATING AND RESOLVING A COMPLAINT

- Where possible, all complaints will be resolved within four weeks. If there are any delays, you will be contacted by us and informed why the complaint cannot be resolved within this time
- If the complaint has not been resolved within eight weeks, we will write to you to explain why we are still not in a position to make a final response and giving reasons for the further delay
- Complaints are deemed closed either when the final response letter has been provided to you or if you accepted an earlier response in writing

## WHAT CAN YOU DO IF YOU REMAIN UNSATISFIED BY OUR TREATMENT OF YOUR COMPLAINT?

If we haven't issued our final response letter within eight weeks from the date you first raised your complaint, or if you're dissatisfied with our final response, you may be eligible to refer your complaint to the Financial Ombudsman Service (FOS) for an independent review. We will inform you if you can refer your complaint to the Ombudsman. The complaint should be referred to the FOS within six months from the date of our final response. The contact details are:

The Financial Ombudsman Service, Exchange Tower London E14 9SR

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) E-mail: [complaint.info@financial\\_ombudsman.org.uk](mailto:complaint.info@financial_ombudsman.org.uk)

Tel: **0800 023 4567 or 0300 123 9123.**

You may also take civil legal action if your complaint has not been resolved to your satisfaction.