



Complaint Handling Policy

IPG Trust Company Limited (IPG)

IPG is committed to providing its clients with an excellent professional and personal service and therefore welcomes, at any time, clients' suggestions as to how its service may be improved. We treat any expression of dissatisfaction which alleges that a person has suffered (or may suffer) financial loss, material distress or material inconvenience as a complaint – providing it is from or on behalf of a person about the provision of, or failure to provide, a financial service.

Complaints can be made in person, via the telephone or in writing, either by letter or email. We take complaints seriously and will investigate and resolve them as quickly as possible. We will issue a formal response to any complaint within five working days. This response will advise that we are treating the matter as a complaint and list all the issues raised along with details of how the issues are being dealt with. If we believe any issues have been dealt with already, we will say so. We will also explain our reasons.

If any issues are still outstanding, we will provide a deadline by which we will next provide an update on them. Any updates will follow the same format. If we believe we have addressed all the issues, we will say so. We will also clearly state that we consider the complaint to be closed.

We will give you an opportunity to respond with any further information or reasons why you believe any issue has not been suitably addressed or why a complaint should not be closed. If you are not satisfied with the way a complaint has been handled, you may raise this with the director concerned. (We will provide details of the relevant director when we respond to the complaint).

If you are not satisfied with the manner in which the director is dealing with the complaint, you can write to the managing director of IPG, who will investigate your concerns.

IPG Trust Company Limited is regulated by the Guernsey Financial Services Commission ("the Commission"). The role of the Commission includes ensuring the regulated entities have appropriate systems and controls to deal with all complaints in an open and transparent manner. If you are dissatisfied at any point with the way in which we are dealing with your complaint or have handled your complaint, then you may inform the Commission at:

Guernsey Financial Services Commission
PO Box 128
Gategny Court
Gategny Esplanade
St Peter Port
Guernsey
GY1 3HQ

telephone: +44 1481 712706

website: www.gfsc.gg