

Complaints at Handelsbanken Wealth & Asset Management

We aim to provide complete client satisfaction but we also recognise that there may be a time when you feel that we haven't delivered and would like to make a complaint. If you are dissatisfied with the service we have provided, we will of course try to address your concerns as your feedback is important to helping us improve.

What should I do first?

If you have a Client Director, you can contact them in the first instance, and they will assist you. Their contact details and those for their Associates can be found here.

If you do not have a Client Director, you can contact our Client Support Team on 01892 701803 or at clientsupport.hwam@handelsbanken.co.uk

What happens next?

Upon receipt of your complaint, we will review it and aim to resolve it within three business days. If we are able to resolve your complaint within this time, we will send you a resolution letter detailing the outcome.

If we cannot resolve your complaint within this time, then you will be sent an acknowledgment letter informing you who is responsible for investigating your complaint and what you can expect in terms of further communication.

We will endeavour to maintain regular contact throughout our investigation up until we are able to provide you with our final decision, at which point we will send you a final resolution letter. This may take up to 8 weeks.

What if I am not happy with Handelsbanken Wealth & Asset Management's decision?

If we are unable to respond to your complaint within eight weeks or you remain dissatisfied with our final response you can refer your complaint, free of charge, to the Financial Ombudsman Service, which is an independent expert in settling complaints between consumers and financial services providers. Their contact details are:

Address: The Financial Ombudsman Service
Exchange Tower
LONDON
E14 9SR

Telephone: 0800 023 4567

Fax: 020 7964 1001

E-mail: complaint.info@financial-ombudsman.org.uk

Website: financial-ombudsman.org.uk

Am I an eligible complainant?

The Ombudsman will review complaints from an eligible complainant about our investment services. An eligible complainant is one of the following:

- a consumer – a natural person acting for purposes outside their trade, business or profession,
- a "micro enterprise" - a business that employs fewer than 10 persons and has a turnover or annual balance sheet of less than 2 million Euros,
- a charity with an annual income of less than £6.5m at the time of the complaint,
- a trustee of a trust which has a net asset value of less than £5m at the time of the complaint.
- A small business at the time the complaint is referred to us – a business with an annual turnover of less than £6.5 million and employs fewer than 50 persons or has a balanced sheet total of less than £5 million, or
- a guarantor.

The Ombudsman will not usually review a complaint where the complaint is solely about the way an investment has performed.

What if I complain to Handelsbanken Wealth & Asset Management about another firm?

If you complain to us about the actions of another firm we will refer your complaint to that other firm and we will write to you to tell you that we have done so, to explain why we have referred your complaint and give you the contact details for the other firm.