

Complaints guide

At Premier Miton Investors, we pride ourselves on our core principles of being an approachable, open and forward-thinking company. We endeavour to offer a professional and efficient service to our clients at all times but, as with all businesses, complaints are occasionally received. Our complaints procedure, outlined below, complies with the Financial Conduct Authority (FCA) rules which state exactly how complaints must be handled. It also includes details of the timescales which must be adhered to. Firms are required to keep a record of complaints and to submit reports to the FCA.

We take a positive attitude to complaints. It is our view that our clients will be reassured that they are dealing with a firm that wants to hear their concerns and we see this as an opportunity to improve our service. We make every effort to treat our customers fairly by investigating complaints thoroughly and putting matters right where we have been at fault.

If you are dissatisfied with our conclusions, you may have the right to refer the matter to the Financial Ombudsman Service (FOS). This is an independent body set up under the laws regulating financial services. Its purpose is to deal with complaints which cannot be resolved initially between firms and clients. There are no costs associated with such a referral and the FOS also makes every effort to assist with accessibility. For example, their leaflets are available in large print, Braille, and in different languages. Further information on the FOS and their services can be found at www.financial-ombudsman.org.uk or by calling them on **0800 023 4567**.

Complaints procedure

If you do have a complaint, these are the steps that you should follow:

Step 1 - The complaint handling procedure will start as soon as we receive your complaint.

Step 2 - If your complaint is resolved to your satisfaction within 3 business days after the day of receipt of your complaint, a 'summary resolution' letter will be issued, providing you with your right to reconsider the outcome and to refer the matter to the FOS.

Step 3 - If a summary resolution letter has not been issued, your complaint will be acknowledged promptly, which we define as within 5 business days after the day of receipt of your complaint.

Step 4 - We will aim to issue a final response letter within 4 weeks. If this is not possible we will write to explain the reason for the delay.

Step 5 - If the final response cannot be issued within 8 weeks, we will write to you again explaining the delay and enclosing information about your rights of referral to the FOS.

Step 6 - If you are not satisfied with our conclusions and provided you are an eligible complainant, you will have six months in which to refer the matter to the FOS for their consideration.

How to make a complaint

Premier Miton is committed to providing exceptional service to our clients. If you are dissatisfied with our service in respect of our onshore or offshore funds and would like to raise a complaint, please contact our third-party administrator, Northern Trust, using the contact details below:

Premier Portfolio Managers Limited (UK Onshore Funds)

- By email - Premiermiton_enquiry@ntrs.com
- By telephone - **0333 456 6363**
- By letter - **Premier Portfolio Managers Limited, Sunderland, SR43 4AW**

Premier Fund Managers Limited (Irish Funds)

- By email - Investorrelations@ntrs.com
- By telephone - **+353 1 434 5269**

Our Premier Portfolio Management Service and Managed Portfolio Service portfolios are only available for investment via selected third party platforms. If you are unhappy with the service provided by your selected platform, you should contact the platform directly or speak with your financial adviser. Otherwise, if you have a general complaint about PPMS or MPS and would like to raise a complaint, please contact us directly using the contact details below:

- By email - Complaints@premiermiton.com
- By telephone - **0333 456 1122**
- By Letter - **Premier Fund Managers Limited, Paternoster House, 65 St. Paul's Churchyard, London EC4M 8AB**

If you are unsure who to contact or would like to complain to Premier Miton directly, please send an email to the following email address:

- By email - Complaints@premiermiton.com

Customer complaints are dealt with under the supervision of the Head of Investor Operations & Regulation, who has access to all records in the firm. The Head of Investor Operations & Regulation can call upon all the resources necessary for the investigation and has the authority to arrange redress if appropriate. If accessibility issues arise at any time, we will make every effort to help you. For example, documents can be provided in large print, braille, or audio.

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