

COMPLAINTS – HOW DO WE HANDLE THEM?

CONTACT US

We constantly strive to offer you the highest possible level of service, however there may be occasions when you feel you have cause for complaint.

When a complaint arises we will endeavour to resolve it to your satisfaction as quickly as possible.

■ OUR APPROACH TO COMPLAINTS MANAGEMENT

We are committed to providing the highest levels of customer service, ensuring customers are treated fairly at all times.

All complaints are logged and tracked from receipt through to resolution. Senior Management regularly review complaints data and root cause analysis to ensure any recurring trends are identified and addressed.

■ OUR COMPLAINTS HANDLING PROCESS

All complaints will be investigated and responded to by an employee of sufficient competence. This employee will not have been involved in the subject matter of the complaint. They will have sufficient authority (or have access to someone who has authority) to investigate the complaint and offer redress where appropriate.

As a business standard, we aim to issue a final response within five business days of receipt of a complaint. Where this is not possible, we will acknowledge the complaint within five business days to confirm the complaint is being investigated.

In the event a final response cannot be issued within four weeks, we will write to you advising on the progress of the investigation. If we cannot respond within eight weeks, we will write to you explaining why we are still unable to issue a final response and when we expect to reply.

If, for any reason, you are not satisfied with the outcome of the investigation, please contact the person responsible for handling your complaint. Alternatively, you may choose to refer the complaint to the Financial Services and Pensions Ombudsman.

■ FINANCIAL SERVICES AND PENSIONS OMBUDSMAN (FSPO)

The FSPO is an independent body set up to resolve complaints between financial services providers and pensions providers regulated by the Central Bank of Ireland and their customers. The FSPO will not consider a complaint unless the customer has already provided Computershare with an opportunity to resolve a complaint in line with this complaints handling process. If your complaint is not resolved to your satisfaction, you have the right to refer your complaint to: The Financial Services and Pensions Ombudsman, Lincoln House, Lincoln Place, Dublin 2. Telephone: +353 1 567 7000 or visit: <https://www.fspo.ie/>

■ OFFICE OF THE DATA PROTECTION COMMISSIONER

If your complaint is in relation to data protection, you have the right to refer the complaint to a data protection supervisory authority. In Ireland, this is the Office of the Data Protection Commissioner (DPC). You can find out further details of their service on their website: <https://www.dataprotection.ie>.

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