

The Pension Scheme and Gratuity Scheme Rules and Guidance, 2020.

The Fiduciary Rules and Guidance, 2020.

Under the Pension Rules, we are required to publish details of Nedgroup Trust's complaints resolution procedure.

This is as follows:

RECEIPT OF COMPLAINT	This must be notified and escalated internally within 24 hours of receipt.
RESPONSE TO COMPLAINANT	A holding response will be sent to the complainant within 48 hours of receipt. This will include the name and contact details for the individual dealing with the complaint.
DEALING WITH THE COMPLAINT	The complainant will be kept informed about the progress of their complaint, including details of any actions being taken to resolve their complaint.
CLOSURE OF THE COMPLAINT	We will advise the complainant when the complaint is considered closed or is not upheld, requesting agreement from the complainant.
RESOLUTION OF THE COMPLAINT	We aim to resolve the complaint satisfactorily. However, the contact details for the Channel Islands Financial Ombudsman (CIFO) are detailed below. CIFO may be available to consider complaints which are not resolved through this complaints resolution procedure.
"SIGNIFICANT" COMPLAINT (regulator notification)	We will inform the Guernsey Financial Services Commission (GFSC) of a "significant" complaint immediately. We will also inform the complainant of this referral to the GFSC.
ALL COMPLAINTS (regulator notification)	We will inform the GFSC of any complaint which remains unresolved for longer than three months. We will also inform the complainant of this referral to the GFSC.

CIFO contact details are as follows: www.ci-fo.org then click on the "Contact Us" button.

Nedgroup Trust is a registered trade name of Nedgroup Trust Limited.

Nedgroup Trust Limited is licensed by the Guernsey Financial Services Commission under the Regulation of Fiduciaries, Administration Businesses and Company Directors, etc (Bailiwick of Guernsey) Law, 2000 to form, manage and administer trusts, companies, pension schemes and gratuity schemes. Company Registration No. 23460. Nedbank Private Wealth is a registered trade name of Nedbank Private Wealth Limited. Nedbank Private Wealth Limited is not licensed to take deposits under the Banking Supervision (Bailiwick of Guernsey) Law, 1994 and it is not a member of the Guernsey Banking Deposit Compensation Scheme. TG1a 06/21