

HOW TO COMPLAIN

OUR COMMITMENT TO YOU

Nedbank Private Wealth is committed to providing you with a consistently high standard of service and is driven by one overriding aim: to protect our clients, advise them with integrity and make their lives easier. If for any reason you feel the bank has fallen short of this level of service, please let us know. We will then rectify the problem as soon as possible and will undertake appropriate measures to prevent the problem from happening again.

HOW TO TELL US

You can submit your complaint by contacting the relevant department in the first instance, or speak to our client services team. If they are unable to solve your concern straight away, they will refer your case to the relevant person who will then make contact with you.

You may wish to arrange a visit to one of our offices, where a member of our client services team will be happy to meet with you and discuss your concerns in person. Clients with a relationship manager should contact them directly and arrange a personal appointment.

When you contact us, please quote your account number, details of your complaint and what you would like us to do to resolve matters.

For security reasons please do not include any additional personal information in your correspondence.

Email – complaints@nedbankprivatewealth.com

ISLE OF MAN OFFICE

Nedbank Private Wealth

St Mary's Court 20 Hill Street Douglas Isle of Man IM1 1EU

Tel: +44 (0)1624 645000

Fax: +44 (0)1624 627218

JERSEY OFFICE

Nedbank Private Wealth

31 The Esplanade St Helier Jersey JE1 1FB

Tel: +44 (0)1534 887889

Fax: +44 (0)1534 509725

LONDON OFFICE

Nedbank Private Wealth

Seventh Floor 12 Arthur Street London EC4R 9AB

Tel: +44 (0)20 7002 3600

WHAT HAPPENS NEXT?

Within 48 hours of the bank receiving details of your complaint, the person who will be responsible for dealing with it will contact you. We aim to conclude your complaint straight away and, in most cases, will send you a final response letter within seven days. In some instances, where the complaint may be complicated, it may take longer. In all cases, the bank has a responsibility to provide you with a final response within the timescales applicable to where your account is held, as detailed under the 'Still unresolved' section. There is no charge for investigating complaints.

STILL UNRESOLVED?

If our final response letter is not to your satisfaction, we are happy to explain our actions and discuss your concerns further.

However, if you still feel that the matter is unresolved, you may have the right to refer your complaint to a financial ombudsman scheme. Depending on where your account is held will dictate which scheme you should contact (please see below).

ACCOUNTS HELD IN THE ISLE OF MAN

If you feel that the matter is still unresolved, or more than eight weeks have passed since you first submitted your complaint, you may refer your complaint to the Isle of Man Financial Ombudsman Scheme, providing it meets the criteria laid down by them. For full details visit www.gov.im/oft/ombudsman or call +44 (0)1624 686500.

ACCOUNTS HELD IN JERSEY

If you feel that the matter is still unresolved, or more than three months have passed since you first submitted your complaint, you may refer your complaint to the Channel Islands Financial Ombudsman, providing it meets the criteria laid down by them. For full details visit www.ci-fo.org or call +44 (0)1534 748610.

ACCOUNTS HELD IN THE UNITED KINGDOM

If you feel that the matter is still unresolved, or more than eight weeks have passed since you first submitted your complaint, you may refer your complaint to the UK Financial Ombudsman Service, providing it meets the criteria laid down by them. For full details visit www.financial-ombudsman.org.uk or call +44 (0)20 7964 0500.

In most instances, the ombudsmen prefer to be contacted initially by letter or by completing a complaint form, with as much supporting evidence included as possible. Complaint forms are available to download from the websites listed above.

UPON CONCLUSION

It is important to us that our relationship with you remains strong. Your feedback is highly valuable as it allows us to improve the products and services we offer.

Nedbank Private Wealth is a registered trade name of Nedbank Private Wealth Limited.

Nedbank Private Wealth Limited is licensed by the Isle of Man Financial Services Authority. Registered office: St Mary's Court 20 Hill Street Douglas Isle of Man.

The Jersey branch is regulated by the Jersey Financial Services Commission.

The London branch is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

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