

Singer Capital Markets – Complaints Handling Procedure Summary

Introduction

Singer Capital Markets Limited and its subsidiaries (“**Singer Capital Markets**”, “**we**”, “**us**”, “**our**”) operates a Complaints Handling Policy in accordance with the rules of the Financial Conduct Authority.

We are committed to providing the highest level of service to our clients but we acknowledge that despite our best efforts there may be instances where you are dissatisfied with some aspect of our service and this may result in a complaint.

This document sets out the ways in which you can make a complaint to us and provides a summary of the process we will follow to investigate the complaint and communicate our progress and the outcome of our investigation to you.

How to make a Complaint

If you have any cause for complaint regarding our services you should raise the matter in the first instance with a member of our staff with whom you normally have dealings.

However, if the complaint cannot be resolved immediately or if you wish to address your complaint to another person, then you should contact our Head of Compliance in any of the following ways:

- By email to: compliance@singercm.com
- By phone to: +44 (0)20 7496 3093
- By post to: Head of Compliance
Singer Capital Markets
One Bartholomew Lane
London EC2N 2AX

How we will deal with your complaint

In the first instance, we will endeavor to resolve your complaint by the close of the third business day following the date we receive your complaint. In this case, we will send you a summary confirming that we consider your complaint to be resolved.

If we are unable to resolve your complaint within three business days, the details of your complaint will be passed to our Head of Compliance. We will send you a prompt written acknowledgement of your complaint and investigate your dispute competently, diligently, and impartially. We will endeavour to send a final response to you within 8 weeks of receipt of your complaint. Our final response will include a summary of the facts, our findings and, where appropriate, our proposed remedial action.

If we are unable to provide you with a final response within this time frame, we will write to you explaining why and advise you when you can expect a final response.

Financial Ombudsman Service

If we do not provide you with a final response within 8 weeks from the date we received your complaint, or if you do not agree or are dissatisfied with the outcome of our investigation, you may be entitled to refer your complaint to the Financial Ombudsman Service (if eligible), who can be contacted at: Exchange Tower, Harbour Exchange Square, London E14 9SR, or via its website at www.financial-ombudsman.org.uk.



Singer
Capital Markets

Head office

1 Bartholomew Lane,
London EC2N 2AX

+44 (0)20 7496 3000
enquiries@singercm.com