

# A Guide to Making a Complaint

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## Introduction

Smart Investment Management Limited endeavours to provide the highest possible standards of service to all clients at all times; consequently, we take it very seriously when a client has cause to complain. We welcome the opportunity to resolve any complaint in a prompt and fair manner.

If you wish to make a complaint, please contact your financial adviser; they will refer your complaint to us so we can process your case through our complaints procedure. Or if you prefer, you can make the complaint to us directly:

**By telephone:** 0808 178 5125 (Monday to Thursday 9.00am to 5.30pm, Friday 9.00am to 5.00pm)

**By email:** [advisersupport@praemium.co.uk](mailto:advisersupport@praemium.co.uk)

**By post:** Smart Investment Management Limited  
4<sup>th</sup> Floor, Suite 643-659  
Salisbury House  
London Wall, London  
EC2M 5QQ

## Information we need from you

As we make complaints resolution our highest priority, it would assist us if you could include the following information when you contact us:

- » Your name, address and client account number;
- » Details regarding your concern or complaint;
- » What you would like us to do to put it right; and
- » Any relevant documents to support your complaint.

## Investigating your complaint

Our Client Services team will attempt to resolve your complaint within 3 working days following the receipt of your complaint. If an agreed resolution has been reached, we will confirm details to you in writing. If our Client Services team are unable to resolve your complaint within 3 working days, they will refer it to our Compliance team for further investigation and resolution.

Smart Investment Management Limited

**P:** +44 (0) 808 178 5125

**E:** [enquiries@praemium.co.uk](mailto:enquiries@praemium.co.uk)

**W:** [www.praemium.com](http://www.praemium.com)

If we do not believe we can resolve your complaint within 3 working days, our Compliance team will acknowledge your complaint by writing to you within 5 working days and we will provide you with the name of the person who is handling your complaint. We will then aim to provide you with a resolution and a Final Response Letter within 4 weeks. If we are unable to provide you with a final response within this time, we will provide you with a written update whilst we continue with our investigations.

the reason why and when we expect to be able to resolve your complaint.

## Financial Ombudsman Service (FOS)

The FOS is an independent complaint resolution scheme that was set up to resolve individual complaints between financial businesses and their customers. You can ask the FOS general questions regarding complaints at any time, or learn more about their services at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

The FOS recommends that you allow a firm to complete their complaint handling process before you refer your complaint to the FOS. If you are unhappy with the way we have handled your complaint you have the right to refer your case to FOS free of charge at any time within six months of receiving our Final Response Letter. Any referral to the FOS will not affect your right to take any legal action.

The Financial Ombudsman Service can be contacted:

**By telephone:** The freephone consumer helpline is 0800 023 4567, or 0300 123 9123 from a mobile.

**By post:** The Financial Ombudsman Service  
Exchange Tower  
Harbour Exchange  
London  
E14 9SR

**Via their website:** <http://www.financial-ombudsman.org.uk/contact/index.html>

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