

### Our commitment

Brown Shipley are committed to providing the highest level of service to our customers. Unfortunately, mistakes can happen and we may fail to meet your expectations. If for any reason you are not entirely satisfied with any aspect of our service, we would like to hear from you. That way, we can make relevant enquiries, endeavour to put things right for you and improve our service.

This leaflet explains how any complaint that you may have will be dealt with by us.

### How to make a complaint

Depending on the nature of your complaint, you may wish to initially address your concerns to your consultant or account executive. He or she will endeavour to deal with your complaint thoroughly and promptly. However, if they are unable to resolve your complaint within 24 hours it will automatically be referred to our compliance department.

If you wish to address your complaint directly to the compliance department then you can contact them in the following ways:

#### in writing:

The Compliance Manager  
Brown, Shipley & Co. Limited  
One King Street  
Manchester  
M2 6AW

#### by telephone:

0161 214 6507

#### by email:

compliance@brownshipley.co.uk

We aim to resolve your complaint as soon as possible. If we are unable to resolve your complaint within a week we will write to let you know:

- that we are dealing with your complaint;
- the name, position and contact details of the person who will be looking into your complaint; and
- when we will contact you again.

### Investigation of your complaint

On receipt of your complaint we will undertake a full independent review. Our aim is that your complaint will be resolved as quickly as possible by staff that have the right experience, knowledge and authority.

#### How we will respond

In most cases we will resolve your complaint within four weeks and will send you a final response letter. If, however, it has not been possible to resolve the issue within four weeks, we will write to you indicating when a solution is likely.

In the unlikely event that we have not resolved your complaint at the end of eight weeks, we will send you a further letter giving reasons for the delay and informing you when our response is likely. At this stage we will also inform you of your right to refer the matter to the Financial Ombudsman Service.

#### If you are not happy with our response

We aim to resolve all complaints internally to your satisfaction. However, if we have been unable to resolve your complaint within eight weeks of receiving your complaint, or should you be unhappy with our final response, you can request a review from the Financial Ombudsman Service. If you would like the Financial Ombudsman Service to look into your complaint, you should contact them within six months of the date of the final response issued to you. You can contact the Financial Ombudsman Service in the following ways:

#### in writing:

The Financial Ombudsman Service  
South Quay Plaza  
183 Marsh Wall  
London  
E14 9SR

#### by telephone:

0845 080 1800

#### by email:

complaint.info@financial-ombudsman.org.uk

The Financial Ombudsman Service offers a free independent service and they can help with most complaints. However, there are some limitations on what they can look into.

Further helpful information can be obtained directly from the Financial Ombudsman Service or from their website [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

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