

# Complaint Summary Procedure

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If you would like to make a complaint you can do so by contacting ISAM (Europe) LLP via the following means:

In writing to: Mr Jaco Wentzel  
Compliance Officer  
ISAM (Europe) LLP  
55 Baker Street, London, W1U 8EW

By phone: +44 207 258 9940

By email: [jaco.wentzel@isam.com](mailto:jaco.wentzel@isam.com)

On receipt of your complaint we will assess whether we believe we will be able to resolve the matter to your satisfaction by close of business on the third business day. If we feel that we can investigate and resolve the matter fully within this timescale we will do so and provide you promptly with a Summary Resolution in writing at the end of this period. This will provide details of our conclusions from the investigation and any remedial actions we have or intend to take. We will ask you to confirm that you are satisfied with the conclusion we have reached and / or any remedial actions.

If you confirm that you are satisfied we will close the complaint. If you confirm that you are not satisfied the complaint will not be closed and we will continue to seek a resolution. You are also free at this point to refer your complaint to the Financial Ombudsman Service (details of which are included below) if you qualify as an "Eligible Complainant".

If having reviewed your complaint we believe that your complaint wholly or partially involves another regulated firm we will promptly forward your complaint (or the relevant section(s) of the complaint) to that firm and confirm in writing to you that we have done so. If part of the complaint refers to our services or products we will continue to deal with those sections under this procedure.

If your complaint is technical or complicated we may feel that we are unable to confidently resolve this by close of business on the third business day we will promptly write to you confirming this and include the name of the person who will manage your complaint and who will provide updates on progress. Within eight weeks of receiving your complaint we are required to issue you with a Final Response Letter that details our conclusions from the investigation and any remedial actions we have or intend to take.

In the unlikely event that we have been unable to conclude our investigations within the eight weeks' period we will confirm this in writing and provide an estimate of when we believe we will be able to issue a Final Response Letter.

At any time in the process, and provided that if you qualify as an "Eligible Complainant", you can decide to refer your complaint to the Financial Ombudsman Service, although it may be beneficial to wait for a Summary Resolution or Final Response Letter to be issued before doing so. If you wish to refer your complaint you can do so by contacting the Financial Ombudsman Service via the following means:

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)  
Phone: 0800 023 4 567 or 0300 123 9 123  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
Write to: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR