



Cambridge Associates Limited

What to do if you are unhappy with the service we provide

We aim to provide exceptional customer service to all our customers, however, we realise that we might not get it right on every occasion

If, at any time, you are dissatisfied with the level of service provided by Cambridge Associates Limited (CA Ltd), you are invited to contact either your usual CA Ltd representative or our Compliance Officer directly at our principal place of business. This can be done:

- By Phone: + 44(0)207 592 2275; or
- Email: Jennifer McGill: jmcgill@cambridgeassociates.com; or
- Writing: Jennifer McGill, Cambridge Associates Limited, 62 Buckingham Gate, London SW1E 6AJ

We are committed to handling all complaints fairly and promptly. Our aim is to acknowledge any complaint within 3 business days. Full details of our complaints procedure will be provided in the event of a complaint or upon request.

If we are unable to resolve your complaint satisfactorily, and you are an eligible complainant, you may have the right to refer your complaint to the Financial Ombudsman Service in respect of any act or omission of Cambridge Associates Limited that is, or is alleged to be, in breach of FCA rules. You can contact the Financial Ombudsman Service using the following details:

- Phone: 0800 023 4567 (UK landline) / 0300 123 9 123 (UK mobile)
- Email: complaint.info@financial-ombudsman.org.uk
- Website: www.financial-ombudsman.org.uk
- Post: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR