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andersonstrathernam.co.uk

Complaints Procedure for Anderson Asset Management Limited

At Anderson Strathern Asset Managers ('ASAM') we care about your customer experience and listen to what you tell us. Our commitment is to provide you with the best possible service and effectively deliver the products and services you require.

If for any reason you are not entirely satisfied with any aspect of our service, we want to hear from you so we can put matters right, and where appropriate, take steps to prevent the problem happening again.

We aim to:

- Make it easy for you to tell us about your complaint;
- Give your complaint the attention it deserves;
- Resolve your complaint without unnecessary delay; and
- Make sure you are satisfied with how your complaint was resolved.

This document outlines the steps you should take if you have a complaint with the service you receive from ASAM. It also details how quickly we will deal with your complaint and who you can contact if you are not satisfied with our response.

Who is dealing with your complaint?

Your complaint will be dealt with by our compliance officer, who is independent of the day-to-day business of the firm and reports directly to the Executive. Your concerns will be thoroughly investigated and a response provided to you within the time periods noted in this procedure. For information, the contact details of our compliance officer are noted as follows:

Mr Paul Shephard

Email: Paul.Shephard@Andersonstrathernam.co.uk

Tel: 0131 625 7219
Address: The Compliance Officer, Anderson Strathern Asset Management Ltd.58 Morrison Street, Edinburgh, EH3 8BP

How will your complaint be dealt with?

We aim to resolve your concerns straight away. Sometimes however it may take longer to investigate the matter fully. Upon receipt of a complaint, we'll do all we can to resolve your concerns within three business days, and confirm this to you in writing. If we can't do this we'll write to you, normally within ten business days to acknowledge your complaint and to let you know when we expect to be able to issue a full response.

When acknowledging your complaint, especially in the case of an oral complaint, we'll set out the nature of the complaint and may request further clarification if necessary. Your complaint will be investigated using our files together with reports from other parties if relevant. We may also write to you if further information is required. We'll keep you informed of the progress of the complaint investigation.

Anderson Strathern Asset Management Limited, company number SC376947 with registered office is 58 Morrison Street, Edinburgh EH3 8BP, is authorised and regulated by the Financial Conduct Authority, registration number 552925.

After eight weeks, if a final response letter has not already been sent to you, you'll receive either:

- A final response letter detailing our conclusions and resolution to the complaint. This letter will also confirm that if you remain dissatisfied with our final response, you may refer your complaint to the Financial Ombudsman Service (FOS) within six months of the date of our final response letter, otherwise you would lose this referral right.

OR

- A response that we are still not in a position to make a final response, giving the reasons for the further delay and indicating when we expect to be able to provide a final response. We'll also inform you that you may refer your complaint to the FOS if you are dissatisfied with the delay.

What can I do if I am unhappy with the outcome or progress of my complaint?

We treat your concerns very seriously and will try to resolve your complaint fairly and quickly. In the unlikely event that you are dissatisfied with our response, we would be pleased to discuss any further concerns you may have.

However, if you are unhappy with our efforts or your concerns have not been addressed within eight weeks of when you first raised the matter with us, you may be entitled to refer your complaint to the Financial Ombudsman Service.

The Financial Ombudsman Service offers a free independent service and can help with most financial complaints. However, there are some limitations on what they can investigate and further information regarding this can be obtained from them. We will tell you if you have the right to refer, either in our final decision letter to you or in the letter sent eight weeks after we received the complaint, whichever is sooner.

You may contact the Financial Ombudsman Service as follows:

Website: www.financial-ombudsman.org.uk

Address: The Financial Ombudsman Service, Exchange Tower, Harbour Exchange, London E14 9SR

Telephone: 0800 023 4567.

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