Complaints

At Ptarmigan Capital Limited ("Ptarmigan Capital" or "the Firm") we endeavour to provide a consistently high level of client service and we take complaints seriously. In the event you are dissatisfied with any aspect of Ptarmigan Capital's service, including any complaints with regards to any data protection concerns, please present your complaint to either your Portfolio Manager or our Head of Compliance, Victoria Moffatt.

The Head of Compliance can be contacted using the following:

- Email: vmoffatt@ptarmigancapital.co.uk
- Post: 17 Cavendish Square, London, W1G 0PH
- Telephone: +44 (0) 203 980 8043
- Or in person at the above address.

Please provide us with as much detail about the issue as you are able as this will help us to investigate the matter promptly without delay.

Further information with regards to the Firm's complaints handling procedure is available from Ptarmigan Capital. In summary, we will acknowledge your complaint quickly, independently investigate your complaint and aim to resolve it as soon as possible. If the matter is resolved within three business days we will confirm this in writing. If the investigation takes longer, we will keep you updated; reporting our findings and conclusion no later than eight weeks from the receipt of the complaint.

In the event we do not resolve the complaint to your satisfaction, or if the 8 weeks has elapsed and you have not received a final response from the Firm, you may then be able to refer your complaint to the Financial Ombudsman Service ("the FOS"). Information is available from Ptarmigan Capital describing the FOS's procedures. Details are also available directly from the FOS website. Please note that you will need to submit your complaint to Ptarmigan Capital in the first instance before you are able to take your complaint to the FOS. If you would like details of the Firm's complaints handling procedures or a copy of the FOS information, please email your Portfolio Manager or the Head of Compliance using the above contact details.

If you need this information in an alternative, more accessible, format (e.g. large print, Braille, audio, or a different language), please tell us and we will make reasonable arrangements.

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