

P L U R I M I

You can contact the Head of Compliance by telephone or by emailing complaints@plurimi.com or by writing to the registered address

Plurimi
11 Waterloo Place
London SW1Y 4AU

Telephone: 0207 484 3340

Upon receiving the complaint, we will acknowledge the complaint and provide you with details of our internal complaint handling procedures (this is available upon request at any time). If you are dissatisfied with the outcome of our investigation, you may choose to refer the complaint directly onto the Financial Ombudsman Service (FOS).

The Financial Ombudsman Service was established by Parliament in 2000 and is the UK's official expert in resolving individual complaints between financial business and their customers. The FOS provide an unbiased view on the situation and possess the legal powers to intervene if they believe that the customer has been treated unfairly. The contact details of the FOS are:

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

Telephone: 0800 023 4567 or 0300 123 9123
E-mail: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk