

# Making a complaint.



## Introduction

At SEI Investments (Europe) Ltd (“SIEL” or “we”), we strive for the highest standards for all our clients and customers. All our clients and customers are very important to us and we believe that you have the right to a fair, swift and courteous service at all times.

Whilst we aim to offer you the best service possible, we do recognise that there may be occasions where you believe that you have cause to complain. All complaints are taken very seriously and we have a complaints handling policy and procedure in place to ensure that your complaint is handled promptly, thoroughly and impartially.

## How to make a complaint

If you need to make a complaint, you can contact us as follows:

- Via email: [london\\_compliance@seic.com](mailto:london_compliance@seic.com)
- Via post: Head of Compliance Oversight  
SEI Investments (Europe) Ltd  
1<sup>st</sup> Floor Alphabeta  
14-18 Finsbury Square London  
EC2A 1BR  
United Kingdom
- Via telephone: +44 (0)20 3810 7881 (or our switchboard: +44 (0)20 3810 8000)

## What you can expect from us

If we are unable to immediately resolve your complaint, we will:

- Acknowledge your complaint within 5 business days of receiving your complaint.
- Investigate your complaint competently, diligently and impartially and, in doing so, we will contact you to gather any further information required (if necessary).
- Assess fairly, consistently and promptly:
  - The subject matter(s) of your complaint;
  - Whether the complaint should be upheld;
  - What remedial action or redress (or both) may be appropriate; and
  - If appropriate, whether we have reasonable grounds to believe that another regulated firm may be solely or jointly responsible for the matter(s) alleged in your complaint.
- Provide you with regular updates on the progress of your complaint.
- Send you our final response within 8 weeks from receipt of your complaint setting out the results of our abovementioned investigation and assessment.
- Where applicable, comply promptly with any offer of remedial action or redress set out in our final response and accepted by you.

## What you may be able to do if you are not satisfied

If you are not satisfied with our final response or if you have not had our final response within 8 weeks from our receipt of your complaint, you may have the right to refer your complaint to the Financial Ombudsman Service (“FOS”) within 6 months. The FOS is a free and independent service for resolving disputes between customers and financial services institutions.

You can contact the FOS:

- via their online form on the FOS website: [Our online complaint form | Financial Ombudsman Service \(financial-ombudsman.org.uk\)](#)
- via telephone: 0800 023 4567 or 0300 123 9 123  
(18002) 020 7964 1000 calls using Relay UK  
+44 20 7964 0500 (if calling from abroad)
- via e-mail: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)
- via post: Financial Ombudsman Service  
Exchange Tower  
London E14 9SR

If you wish to determine whether you may be eligible to refer your complaint to the FOS, please visit: <https://www.financial-ombudsman.org.uk/make-complaint>.