



COMPLAINTS HANDLING PROCEDURE

The Group

The Jupiter Group (“**Jupiter**”, “**the Group**”, “**we**”, “**us**” or “**our**”) comprises the following companies; each of their Associates and affiliates; and each of their employees, officers and directors:

- Jupiter Trustees Limited;
- Jupiter Fund Services Limited;
- Jupiter Directors One Limited;
- Jupiter Directors Two Limited;
- Jupiter Nominees Limited;
- Jupiter Secretaries Limited.

The above named companies are licensed and regulated by the Guernsey Financial Services Commission to conduct fiduciary business, apart from Jupiter Fund Services Limited which is licensed and regulated by the Guernsey Financial Services Commission to conduct controlled investment business.

Complaints Procedure

Jupiter maintains a strict complaints procedure. Complaints may be submitted to Jupiter by letter, telephone, email or in person. All complaints should be addressed to a director of Jupiter as follows:

Address: PO Box 344, Mont Crevelt House, Bulwer Avenue, St Sampson, Guernsey GY1 3US

Email Address: info@jupiter.gg

Telephone: +44 (0)1481 242233

On receipt of a complaint, a director of Jupiter will provide a reply to the complainant within seven (7) days to acknowledge the complaint. The response will include this complaints handling procedure.

A substantive response to the complaint is to be sent within four (4) weeks from the date of receipt of the complaint.

If the complaint has not been resolved (because further research is required or where the complaint conflicts with or is prohibited under a law) then a final response is to be sent within eight (8) weeks from the date of receipt of the complaint.

Where Jupiter has given a substantive or final response to the complainant and has either received their acknowledgement that they are satisfied with the outcome or otherwise heard

nothing further from the complainant for four (4) weeks from the substantive or final response, the complaint will be considered settled and resolved.

If the complainant indicates that they are not satisfied that their complaint has been satisfactorily dealt with, or if a complaint remains unresolved for more than three (3) months or if a complaint is deemed a “significant complaint” (meaning a complaint alleging a breach of a law, mala fides, malpractice or impropriety, or repetition or recurrence of a matter previously complained of, whether significant or otherwise), then Jupiter will:

- inform the Guernsey Financial Services Commission (“GFSC”) of the complaint within 14 days; and
- inform the complainant that they may inform the GFSC directly of their complaint. The contact details for the GFSC are set out below.

For complaints in relation to certain pension products such as Retirement Annuity Trust Schemes, or where the complaint is in relation to certain investment products, a complainant who is unsatisfied with the response provided by Jupiter may, having allowed Jupiter a reasonable opportunity to deal with the complaint, complain to The Channel Islands Financial Ombudsman, whose contact details are set out below.

The Guernsey Financial Services Commission
Glategny Court
Glategny Esplanade
St Peter Port
Guernsey
GY1 3HQ
Tel: +44 1481 712706
www.gfsc.gg

Channel Islands Financial Ombudsman
PO Box 114
Jersey
JE4 9QG
Tel: +44 1481 722218
www.ci-fo.org

Registered Office address: Mont Crevelt House, Bulwer Avenue, St Sampson, Guernsey GY2 4LH.

Jupiter Trustees Limited is licensed and regulated by the Guernsey Financial Services Commission to conduct fiduciary business. Registered in Guernsey Company Number 28822.

Jupiter Fund Services Limited is licensed and regulated by the Guernsey Financial Services Commission to conduct controlled investment business. Registered in Guernsey Company Number 56465.

March 2023

Version 2