

## Complaints Policy

Kapwealth is committed to providing excellent service to our clients. We view our client's comments, suggestions and concerns with utmost importance.

If you wish to submit a formal complaint, or you are not satisfied with the service or response to your reasonable queries, you can do so in writing to the following address;

The Complaints Officer  
C/O Jellyfish Ltd, Kapwealth,  
28th Floor, The Shard, 32 London Bridge Street,  
London, SE1 9SG

Or by email to: [compliance@kapwealth.com](mailto:compliance@kapwealth.com)

Your complaint will be impartially reviewed to determine if we have acted fairly, within our rights, and have met our contractual obligations.

We will acknowledge your complaint promptly, and a full written response will be provided to you within eight weeks of receiving the complaint.

If for any reason you are unsatisfied with how your complaint has been handled or feel it remains unresolved, you can refer your complaint to the Financial Ombudsman (FOS).

The Financial Conduct Authority established the Financial Ombudsman Service to independently review eligible complaints between financial institutions and their customers.

Any referral to the Financial Ombudsman Service must take place within six months of Kapwealth's final response letter. It need be noted that the Financial Ombudsman Service will not acknowledge/examine a complaint until we have had an opportunity to address the complaint.

For additional information please visit the FOS website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)