

## We're here to help

AXA Investment Managers UK Limited places considerable importance on providing our clients with a high quality level of service. However, we understand there may be times when we do not meet your expectations. We value your feedback, that's why we want all our clients to let us know straightaway if they are unhappy.

### If you need to make a complaint

We aim to resolve your complaint promptly and objectively and we intend to:

- Make it easy for you to tell us about your complaint
- Carry out a thorough investigation
- Consider our decision carefully
- Explain our conclusions to you clearly
- Ensure you are treated fairly
- Learn through our mistakes

### How to make a complaint

We want you to be able to complain in any way you choose. If you are dissatisfied with our service please let us know by:

- Telephone:  
0345 777 5511

As part of our commitment to quality service, telephone calls may be recorded.

- Email:  
[axa-im@uk.dstsystems.com](mailto:axa-im@uk.dstsystems.com)

- In writing:  
Client Investigation Team  
AXA Investment Managers UK Limited  
PO Box 10908  
Chelmsford CM99 2UT

Please provide us with your name, address and account or reference number together with full details of your complaint.

### How soon will we deal with your complaint?

One of our independent specialists will attempt to resolve your complaint within three business days following receipt. Should this not be possible, we will aim to resolve (depending on the complexity) or acknowledge your complaint in writing within five business days and include a copy of these procedures.

Your complaint will be investigated promptly, impartially and thoroughly by our specialist who will provide you with a full response at the earliest opportunity. If your complaint is particularly complex, we will need more time to investigate.

We have a regulatory obligation to send you a final written response within eight weeks, following the receipt of your complaint.

In the unlikely event that we are unable to resolve your complaint within eight weeks after you first told us about it, we will inform you accordingly in writing. At this stage we will provide you with the details of the Financial Ombudsman Service, together with an explanatory leaflet. This will enable you, should you wish, to refer your complaint to the Ombudsman if you are dissatisfied with the delay.

We try to resolve all complaints to our clients' satisfaction. However, if you are unhappy after receiving our conclusions, you may wish to refer the matter to the Financial Ombudsman Service. This option will be available to you during the six months following our final response and we will provide you with an explanatory leaflet to assist, such a referral.

You can contact the Financial Ombudsman Service at:

### The Financial Ombudsman Service

Exchange Tower  
London  
E14 9SR

Telephone: 0800 023 4567/0300 123 9 123  
From abroad +44 20 7964 0500

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

### Further information

If your complaint is about the sale of a product and you purchased through an Independent Financial Adviser (IFA) you should, in the first instance, refer your complaint to that IFA.

If you are considering engaging a third party to help you with your complaint, you should be aware of any additional costs involved. If you decide to employ the services of a third party, any redress due will be paid directly to you.

AXA Investment Managers UK Limited (AXA IM UK) is the Authorised Corporate Director, Authorised Fund Manager and Investment Manager for a range of Open Ended Investment Companies (OEICs) and Authorised Unit Trusts. AXA IM UK also acts as an ISA plan manager for the AXA IM range of OEICs and Authorised Unit Trusts. AXA IM UK is registered in England and Wales No. 01431068. Registered office: 7 Newgate Street, London, EC1A 7NX. AXA IM UK is authorised and regulated by the Financial Conduct Authority (No. 119368). Administration office: PO Box 10908, Chelmsford, CM99 2UT. Tel: 0345 777 5511 Fax: 0344 620 0151. As part of our commitment to quality service, telephone calls may be recorded. Design & Production: AXA IM London Corporate Communications 20586a 07/19.