

Williams & Wilson

COMPLAINTS HANDLING POLICY

**Williams & Wilson Limited
(the “Company”)**

COMPLAINTS HANDLING POLICY

The Company is committed to providing the highest standard of customer service. Responsiveness, efficiency, integrity, fairness and quality are among the high goals that the Company sets for itself in all its dealings. In this respect, the Company remains alert and sensitive to customer complaints, which are treated with the utmost sincerity and fairness where the resulting preventive actions ensure continuous process improvement.

HOW CAN THE CLIENT MAKE A COMPLAINT?

The client can make a complaint by contacting us by any of the following means:

- In writing
- By telephone
- By email

RESPONSIBILITY

Overall responsibility for this policy is assigned to Mr. Robert Ryan Porter and the compliance team. Complaints need to be registered in the Complaints Log as annexed hereto. This Complaints Log needs to be maintained and filled in appropriately. The Board shall be duly apprised of all complaints and actions taken.

They will be made aware of all complaints received by us and ensure that the correct procedures are enforced to handle and solve each complaint

ACKNOWLEDGING AND INVESTIGATING CLIENT'S COMPLAINT

If client's complaint is relatively straightforward it may be possible to resolve it very quickly. If we are able to resolve client's complaint before the end of the third working day after it is received by us, we will send to the client a confirmation of the action we took to resolve client's complaint.

In all other cases we will send to the client a written acknowledgment of his complaint promptly, normally within one working day of receiving it. Client's complaint will then be investigated, and we will endeavour to complete our investigation and reach a conclusion within 7 working days. The length of time this will take will be determined by the complexity of the complaint and the extent of the investigation required. During our investigation we may ask the client for additional information to help us to reach a conclusion.

We will keep our client updated as to the progress of his complaint and the steps being taken to resolve it.

Williams & Wilson

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