

SCOPE:

Our Complaints Policy applies to those who are considered, or would reasonably be considered, **Professional Clients or Eligible Counterparties**, hereinafter referred to as "Client(s)", of Barmac Asset Management Limited ("our", "we", "us"). Professional Clients or Eligible Counterparties are defined by the Markets in Financial Instruments Directive. Should you be in any doubt as to your classification, please refer to the Financial Conduct Authority (the "FCA") Handbook or seek independent advice.

INTRODUCTION:

Our aim is to provide a first class service at all times to our Clients. In the event of a Client expressing dissatisfaction, it is our policy to investigate the matter swiftly and provide an effective and efficient response to a complaint.

WHAT ARE COMPLAINTS?

From time to time Clients may contact us for clarification or an explanation over a service provided in the past and these matters, where there is no expression of dissatisfaction, are treated as queries. Complaints however are, but not limited to, a breach of our regulator's rules, the FCA, negligence, a breach of a term of an agreement, misinterpretation, bad faith or malpractice.

WHAT YOU SHOULD DO:

If you ever have any reason to complain, please write to:-

The Compliance Manager
Barmac Asset Management Limited
27a Lidget Hill
Pudsey
Leeds
LS28 7LG



0113 395 5323



info@barmacuk.com

When you contact us, please include:-

- Your full name and address;
- The name of the person you have been dealing with at Barmac Asset Management Limited (if applicable);
- A full explanation as to the reason for your complaint;
- Confirmation that you are happy to discuss the issue on the telephone should we require further information. Please provide a daytime contact number.

OUR PROCEDURE:

It is our policy to adopt the following procedure in all cases:-

- We will acknowledge your complaint within five working days whether it was provided in writing or verbally. If provided verbally, we will contact you, in writing, to confirm the basis of your complaint;
- We will endeavour to deal with your complaint within four weeks. If we require more time we will keep you informed of our progress. At the most, we will write to you within eight weeks with a final response.

(cont/...)

- In the event that we receive **a complaint that is not about us**, or our services and assuming that we can identify the firm to whom the complaint should be addressed, we will carry out the following action:-
 - i. We will write to the firm concerned explaining that we believe the complaint to be theirs and suggest that they contact you direct. We will also inform the firm that we have supplied to you their contact details;
 - ii. We will provide to the firm concerned a copy of your original complaint letter. If your complaint was made verbally, we will supply to the firm a copy of our letter to you confirming the basis of your complaint;
 - iii. We will write to you providing contact details of the firm identified and enclose copies of all correspondence we have sent to that firm.

USING A THIRD PARTY HANDLING FIRM:

If you choose to use a solicitor or any other third party handling firm, this does not affect how we review your complaint. However, please be aware that we will not be liable for any costs incurred by you should you decide to employ the services of a third party handling firm.

FINANCIAL OMBUDSMAN SERVICE:

The Financial Ombudsman Service Limited (FOS) is responsible for adjudicating complaints which firms cannot resolve with clients. Since the assimilation of the Alternative Dispute Resolution within existing FCA rules from 9th July 2015, the FOS can also consider complaints made directly to it by the client where the firm has not itself investigated the complaint. The consent of both the firm and the client is required for this to happen.

The contact details for the Financial Ombudsman Service are as follows:

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

Telephone: 0800 023 4567 or 0300 123 9123 (from a mobile)

(This document is current as at 1st December 2015)