

Parus Finance (UK) Limited

Complaints Handling Process

How to complain

- **By Telephone** - Please call Investor Relations in the first instance between 9am and 5pm Monday to Friday, except bank holidays.
- **By post** - Please write to Investor Relations at:
100 Pall Mall, London, SW1Y 5NQ, United Kingdom

Our promise to you

In relation to any complaint made, we promise:

- To investigate your complaint promptly and fairly
- To try and resolve it as soon as practicable after you contact us
- To keep you up to date about how we are progressing with the investigation
- To write to you with the outcome once we have finished the investigation

What happens next?

We may be able to resolve your complaint straight away; otherwise we will send you a letter acknowledging the complaint within five working days of receiving it. In this letter we will summarise your complaint so you can check we have understood it correctly.

How long will the investigation take?

We expect to complete our investigation within eight weeks of receiving your complaint. We will provide you with updates as to the progression of your complaint during this period. If there is a further delay in investigating your complaint, we will write to you again eight weeks after receiving your complaint to explain the delay. What happens at the end of the investigation?

When we have completed our investigation, we will write to you with our decision and the reasons for it. Where appropriate, we will include details of any settlement we are prepared to offer.