

How to make a complaint

We are here to help

At Lombard Odier, we are committed to providing our clients with an exceptional level of service. However, we understand that sometimes things can go wrong.

If you are not completely satisfied with our service, we encourage you to let us know as soon as possible so that we can resolve the issue promptly and ensure that it doesn't happen again.

We take all complaints seriously and we will work with you to resolve any issues that you may have in a prompt, fair and clear way.

Making a complaint is simple

Your relationship manager is on hand to support you with any concerns that you may have. However, if your complaint remains unresolved, please contact us in whatever way best suits you.

- **Call us:** +44 (0)20 3206 6000
- **Send an email:** london@lombardodier.com
- **Write:** Lombard Odier - CP Compliance, Queensbury House - 3 Old Burlington Street, London, W1S 3AB

We'll investigate immediately

We will begin to investigate the issue as soon as we hear from you. Most complaints can be resolved immediately but more complex issues can take longer.

If we cannot resolve the issue immediately, we will contact you within 10 working days to confirm that we are investigating the matter. We may also contact you to ensure that we understand your concerns and to seek further details.

We will let you know the outcome of our investigation within 8 weeks. We will tell you how we plan to put things right and if we cannot uphold your complaint, we will explain why.

The UK Financial Ombudsman Service

If you remain unhappy with the outcome, the Financial Ombudsman Service (FOS) may be able to help. The FOS offers a free and independent service for most kinds of complaints regarding financial products and services provided in the UK. You can contact the FOS using the information below.

- **Call the helpline:** +44 (0)800 023 4567
- **Send an e-mail:** complaint.info@financial-ombudsman.org.uk
- **Write:** Financial Ombudsman Service, Exchange Tower, London, E14 9SR
- **Or visit the FOS website** for further helpful information about using the FOS service: <https://www.financial-ombudsman.org.uk>

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