

# Resolving your concerns

A guide to our  
complaints process

BMO



## Dedicated to our customers

At BMO we are dedicated to providing the highest level of customer service to our investors and financial advisers at all times. However, on occasions we understand that our service may fall below our customers' expectations.

## How you can contact us

If you have concerns regarding any aspect of our service, please contact us in any of the following ways:

**Post:**

**Investor Relations Manager**

BMO Asset Management Limited

Quartermile 4

7a Nightingale Way

Edinburgh

EH3 9EG

**Telephone:** 0345 601 3313

9am - 5pm, weekdays, calls may be recorded or monitored for training and quality purposes.

**Fax:** 0131 718 1282

**Email:** [investor.relations@bmogam.com](mailto:investor.relations@bmogam.com)

## How you can help us

We will do our best to resolve all concerns you may have in as timely and efficient a manner as possible. To help us respond to you quickly please provide us with the following information when you contact us:

- Your full name, address and telephone number
- Plan number/reference (if known)
- Full details of your complaint/concern

## Our commitments to you

We will always do our utmost to resolve your concerns immediately. Where, for any reason, we are unable to accomplish this we will:

- Issue an acknowledgement letter within five business days. This will normally be from the person who will investigate and handle your complaint for you;
- Make every effort to keep you informed of all progress whilst investigating your complaint;
- Issue either a full response or provide a formal written update within four weeks; and
- Within eight weeks from receipt of your complaint, either issue a full and final response or provide you with a detailed explanation if our investigation is incomplete.

## If you are not satisfied

If we are unable to resolve your complaint within the eight week period, or you are dissatisfied with our final response, you have the right to refer your complaint to the Financial Ombudsman Service, free of charge, but you must do so within six months of the date of our final response to you.

If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and will only be able to do so in very limited circumstances. For example, if the Ombudsman believes that the delay was as a result of exceptional circumstances.

As we would hope to resolve all complaints well within the eight week period and will always endeavour to resolve your complaint to your complete satisfaction, we would not expect you to have any cause to contact the Ombudsman.

However, if you do feel it necessary, please remember that the Ombudsman will only consider your complaint once you have given us the opportunity to fully investigate the circumstances and respond to you.

We will provide you with a formal guide to the Ombudsman Service along with your final response.

If you opened your account through our online service you also have the option of raising your complaint through an online platform provided by the European Commission by visiting [ec.europa.eu](http://ec.europa.eu). They are unable to resolve your complaint but can facilitate a resolution.



**[bmoinvestments.co.uk](https://www.bmoinvestments.co.uk)**

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