

Momentum Wealth International Limited

Complaints handling procedure

We recognise the importance of giving excellent service to our clients. This is why we always appreciate client feedback, which we use to improve our offering to you.

Should you be dissatisfied with our service to you, we have a complaints handling procedure for clients. It is important to Momentum Wealth International Limited, Momentum Metropolitan Life Limited Guernsey Branch and Momentum International Insurance PCC Limited (as product providers) that we deal with complaints in a professional manner, which means that should you feel you have a reason to complain or express dissatisfaction, whether orally or in writing, about a service or activity relating to a financial service that we have offered, provided or withheld, there is a procedure in place to handle your complaint.

Therefore, we undertake to deal with your complaint swiftly and fairly, according to best practice guidelines and regulatory requirements.

You can contact our client services department directly to lodge a complaint with our Client Service Centre. We can be contacted at:

Momentum Wealth International Limited
La Plaiderie House
St Peter Port
Guernsey
Channel Islands
GY1 1WF
Email: client.services@momentum.co.gg

We will provide you with an acknowledgement of your complaint within two working days – if we require more time to investigate we undertake to keep you updated as to the expected timeframe to completion of this process, upon which we will provide a response detailing our conclusions.

Momentum Wealth International Limited

Registered address: La Plaiderie House, La Plaiderie, St Peter Port, Guernsey Channel Islands, GY1 1WF
Postal address: PO Box 166, La Plaiderie House, La Plaiderie, St Peter Port, Guernsey Channel Islands, GY1 4HE
T +44 (0) 1481 735 480 momentum.co.gg

Registered in Guernsey No. 30830 Momentum Wealth International Limited is licensed by the Guernsey Financial Services Commission to conduct Investment Business
Momentum Wealth International Limited is an authorised financial services provider in terms of the Financial Advisory and Intermediary Services Act No. 37 of 2002 in South Africa

Momentum Wealth International Limited is part of Momentum Group Limited



If we do not resolve the complaint to your satisfaction, you can refer the matter to the Channel Islands Financial Ombudsman, within 6 months of our final response. You can contact the Ombudsman at:

Channel Islands Financial Ombudsman

PO Box 114

Jersey

Channel Islands

JE4 9QG

Email: enquiries@ci-fo.org

Website: www.ci-fo.org

Guernsey telephone: +44 1481 722218

International telephone +44 1534 748610