

Institutional Segregated clients of Standard Life Investments Ltd, Standard Life Investments (Corporate Funds) Ltd & Standard Life Pension Funds Ltd

### Our commitment to you

We understand that sometimes things can go wrong. You're important to us, so if you've reason to complain we want to know. We'll try to resolve the complaint quickly in a professional and helpful way.

#### How to contact us

You can contact us by letter, phone or email.

#### How we deal with your complaint

Whilst we seek to ensure that both our products and the quality of service we deliver to clients is of the highest possible standard, we recognise that on occasion we may not fully meet expectations. If you are disappointed with any part of our service, in the first instance please contact your appointed Relationship Management team who will seek to resolve the relevant issue.

We are committed to dealing with complaints promptly and objectively. In line with our policy for managing complaints, the following is a summary of how we deal with complaints:

- ▶ Any complaint received will be acknowledged within five working days.
- ▶ Your complaint will be investigated promptly, though on occasion we may require additional time to fully investigate the relevant issues. You will be kept fully informed of progress being made towards resolution.
- ▶ Upon full investigation of your complaint, a detailed summary of our findings, including reasons supporting our decision, will be sent to you. We will further specify the actions we have taken to ensure matters are corrected.

#### How you can contact us:



##### Write to us at

Global Client Management  
Standard Life Investments  
1 George Street  
Edinburgh  
EH2 2LL



##### Email us at

[globalclientmanagement@standardlife.com](mailto:globalclientmanagement@standardlife.com)