

Premier Portfolio Managers Limited and Premier Fund Managers Limited are members of the Premier Asset Management Marketing Group (Premier) and both firms are authorised and regulated by the Financial Services Authority (FSA).

At Premier, we endeavour to offer a professional and efficient service to our clients but, as with all businesses, complaints are occasionally received. Premier's complaints procedure complies with the FSA rules and states exactly how complaints must be handled. It also includes details of the timescales which must be adhered to. Firms are required to keep a careful record of complaints and to submit reports to the FSA.

Premier has a positive attitude to complaints. It is our view that customers will be reassured that they are dealing with a firm that wants to hear customers' concerns and sees complaints as an opportunity to improve service. We will make every effort to treat customers fairly by investigating complaints thoroughly and putting matters right. A client who is dissatisfied with our conclusions has the right to refer the matter to the Financial Ombudsman Service (FOS), which is an independent body set up under the laws regulating financial services for the purpose of taking up complaints which cannot be resolved initially between firms and clients. The process involves no cost to clients and is designed to be fully accessible.

If you do have a complaint, these are the procedures that you should follow:

- Complaints may be made to Premier in a variety of ways:
  - by telephone on 01483 400 480
  - by letter to our address shown below
  - by fax on 01483 300 845, or
  - by e-mail to [clientservices@premierfunds.co.uk](mailto:clientservices@premierfunds.co.uk)
- The complaint handling process will commence as soon as we receive your complaint.
- Customer complaints are dealt with under the supervision of the Compliance Officer, who is independent of the circumstances causing the complaint and has access to all records in the firm. The Compliance Officer can call upon all the resources necessary for the investigation and has the authority to arrange redress if appropriate.
- If accessibility issues arise at any time, Premier will make every effort to assist customers. For example, documents can be provided in large print or on audio cassette.
- The complaint will be acknowledged within 5 business days.
- We will aim to issue a final response letter within 4 weeks. If this is not possible we will write to explain the delay.
- If the final response cannot be issued within 8 weeks we will write again explaining the delay and enclosing information about your rights of referral to the FOS.
- Information about the FOS will in any event be included with the final response letter and if you are not satisfied with our conclusions you will have six months in which to refer the matter to the FOS for further consideration. There are no costs associated with such a referral and the FOS also makes every effort to assist with accessibility. For example, their leaflets are available in large print, Braille, Welsh and other languages.
- Premier will close its file on a complaint if you have given us written acceptance of our response or if we have heard nothing from you after 8 weeks.
- Any queries concerning the Complaints Procedure can be addressed to the Compliance Officer at the address shown below.



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Premier Asset Management, Eastgate Court, High Street, Guildford, Surrey, GU1 3DE  
Tel: 01483 30 60 90 Fax: 01483 300 845 E-mail: [clientservices@premierfunds.co.uk](mailto:clientservices@premierfunds.co.uk) [www.premierassetmanagement.co.uk](http://www.premierassetmanagement.co.uk)

Premier Portfolio Managers Limited and Premier Fund Managers Limited are authorised and regulated by the Financial Services Authority of 25 The North Colonnade, Canary Wharf, London E14 5HS and are members of the Premier Asset Management Marketing Group. Premier Portfolio Managers Limited is also a member of the Investment Management Association.