

Revera Asset Management Ltd Complaints Handling Policy

Introduction

Revera Asset Management Limited ('Revera' or 'the Company') is authorised and regulated by the Financial Conduct Authority. Revera's Firm Reference Number is 230779. As part of its authorisation obligations, it is required to have clear and effective procedures for the handling of complaints. This document sets out how clients should make a complaint about Revera, and the actions it will take to ensure that the complaint is dealt with in a reasonable and timely manner.

Revera is a group company of AssetCo plc. Compliance liaison is performed by River and Mercantile Holdings Limited, another group company of AssetCo plc.

Making a Complaint

Initial complaints should be made in writing to George Petsas, Compliance Manager at River & Mercantile. This can be done physically, by sending a letter to:

George Petsas
Compliance Manager
River and Mercantile Holdings Ltd
30 Coleman Street
London EC2R 5AL

It can also be done electronically, via email to george.petsas@riverandmercantile.com.

Complaints should contain as much detail as possible, including account numbers where relevant. Contact details, such as telephone numbers and email addresses should also be contained within the complaint.

Complaints Process

On receipt of a complaint, the Compliance Manager will, in conjunction with a Director of Revera, investigate the basis of the complaint and make an interim decision on how to proceed. The final decision will be made after review by one other Director.

This decision will be communicated back to the complainant within ten working days. Within that period, Revera may contact the complainant to understand better the nature or details of the complaint. As a minimum, Revera will acknowledge its receipt of the complaint within four working days.

If necessary, Revera will liaise with the complainant until the complaint is resolved to the complainant's satisfaction, or in the opinion of Revera's Directors it has reached a final decision on the complaint. This process will take no longer than eight weeks from the initial receipt of the complaint.

Financial Ombudsman Service

Eligible claimants, who remain dissatisfied with the final response, have the option to refer the complaint to the Financial Ombudsman Service.

The contact details for the Financial Ombudsman Service are:

The Financial Ombudsman Service
Exchange Tower
Exchange Harbour
London
E14 9SR

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Tel: 0300 123 9123

www.financial-ombudsman.org.uk