

Complaints Procedure

This procedure sets out the approach taken by Munster Wealth Management Limited to the handling, management and resolution of complaints from consumers.

If you are unsatisfied with any aspect of our service, please let us know and we'll ensure to address your complaint quickly, effectively and fairly.

How to make a complaint

If you wish to make a complaint to us, please contact us with an outline of your complaint.

You can communicate your complaint through any of the following channels:

- Phone: 066 712 4439
- Email: info@munsterwealth.ie
- Post: Munster Wealth Management Limited, 6 Day Place, Tralee, Co. Kerry

Where a complaint is made orally, we will offer you the opportunity to have the complaint treated as a formal written complaint. Where you wish to proceed on that basis, we will write to you to agree and outline our understanding of your complaint.

What will happen next

We will provide you with the name of the individual looking after your complaint and we will confirm that we received the complaint, within 5 working days, unless the complaint has been resolved to your satisfaction with that period and no further actions is required.

We will keep you informed throughout the process as follows:

- We aim to complete investigations within 20 working days of receiving your complaint.
- If the investigation is not completed within that period, we will provide you with an update.
- If not completed within 40 working days, we will explain the delay and advise you when to expect a full response. We will continue to keep you updated every 20 working days until the matter is settled.

Resolution

Once the investigation is complete, we will send you a letter with an explanation for the acts or omissions that have occurred and the outcome of the investigation.

What if you are not satisfied?

If your complaint has not been concluded within 40 working days, or if you are not satisfied with the outcome of your complaint, you have the right to refer the matter to the Financial Services and Pensions Ombudsman.

You may contact them at:

Lincoln House, Lincoln Place, Dublin 2, D02 VH29

Tel: (01) 567 7000

Email: info@fspoi.ie

Website: www.fspoi.ie