



COMPLAINTS HANDLING PROCEDURE

Lingotto Investment Management LLP has established and maintains an effective procedure for the reasonable and prompt handling of complaints.

Should you have any issue with our services or if you are dissatisfied with any aspect of the investment services provided to you, please do not hesitate to contact us through any of the methods below at your convenience:

Louise Kabucho
Lingotto Investment Management LLP
7 Seymour Street
London
W1H 7JW

Telephone: +44 (0)20 3957 9252

Email: l.kabucho@lingotto.com

We take every complaint seriously and your complaint will be handled in accordance with the relevant FCA rules, which may differ depending upon your status, although note that it is Lingotto Investment Management LLP's policy to aim to resolve every complaint fairly and in a timely manner. Lingotto Investment Management LLP has a written internal complaint's handling policy, as required by the FCA rules. You can obtain a copy of this upon request, and in the event you should have cause for complaint about the investment services that Lingotto Investment Management LLP provides to you, a copy of the policy will be sent to you. In the event we fail to resolve a complaint to your satisfaction, or if we fail to do so within eight weeks of receiving your complaint, you may also be entitled to refer your complaint to the Financial Ombudsman Service:

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

Telephone: 0800 023 4567

Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk