



UNION BANCAIRE PRIVÉE

UBP SA, London Branch Complaints Policy

Our number one priority is to provide you with the highest level of customer service, but if you are unhappy with any aspect of the service you have received from us, please let us know and we will try to provide a solution as quickly as possible. This will give us the opportunity to put matters right and improve the service we provide to all our clients.

In the first instance please contact your Relationship Manager, by phone, email or letter.

Alternatively you can write to:

Head of Compliance,
Union Bancaire Privée, UBP SA, London Branch
26 St. James's Square
London
SW1Y 4JH

Telephone: +44 20 7369 1350

E-mail: complianceuk@ubp.com

If you do contact us to make a complaint please ensure you provide us with the following information:

- Your name, address, account details, and telephone number / email address, and a convenient time to contact you.
- A full description of your complaint.
- Copies of any relevant documents that will help us investigate your complaint.

We aim to resolve your complaint as quickly as possible, but if we fail to resolve your complaint to your satisfaction, you may be able to refer it to the Financial Ombudsman Service.

We can provide you with a copy of the Financial Ombudsman Service explanatory leaflet, or you can obtain one directly from:



The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

E-mail: complaint.info@financial-ombudsman.org.uk

Website: <http://www.financial-ombudsman.org.uk>

Telephone (from within the UK): 0800 023 4567
(calls to this number are now free on mobile phones and landlines).

Or call: 0300 123 9123
(calls to this number cost no more than calls to 01 and 02 numbers).

These numbers may not be available from outside the UK – so please call from abroad on +44 20 7964 055.