



ASSET MANAGEMENT

COMPLAINTS
POLICY

HOW TO COMPLAIN

Telephone

Please call your Relationship Manager in the first instance between 9am and 5pm Monday to Friday, except bank holidays.

By Post

Please write to your Relationship Manager at:

Royal London Asset Management Limited
55 Gracechurch Street
London
EC3V 0RL

Our Promise to you

This is what we promise to do about your complaint:

- To investigate your complaint promptly and fairly
- To try and resolve it as soon as practicable after you contact us
- To keep you up to date about how we are progressing with the investigation
- To write to you with the outcome once we have finished the investigation

What happens next?

We may be able to resolve your complaint straight away; otherwise we will send you a letter acknowledging the complaint within 5 working days of receiving it. In this letter we will summarise your complaint so you can check we have understood it correctly.

How long will the investigation take?

We expect to complete our investigation within 8 weeks of receiving your complaint. We will provide you with updates as to the progression of your complaint during this period.

If there is a further delay in investigating your complaint we will write to you again 8 weeks after receiving your complaint to explain the delay.

What happens at the end of the investigation?

When we have completed our investigation we will write to you with our decision and the reasons for it. Where appropriate, we will include details of any settlement we are prepared to offer.

CONTACT

For further information please contact:

Royal London Asset Management

55 Gracechurch Street
London EC3V 0RL

Tel

020 7506 6500

Fax

020 7506 6796

Email

communications@rlam.co.uk

www.rlam.co.uk



Issued by Royal London Asset Management October 2017. Information correct at that date unless otherwise stated. Royal London Asset Management Limited, registered in England and Wales number 2244297; Royal London Unit Trust Managers Limited, registered in England and Wales number 2372439. RLUM Limited, registered in England and Wales number 2369965. All of these companies are authorised and regulated by the Financial Conduct Authority. All of these companies are subsidiaries of The Royal London Mutual Insurance Society Limited, registered in England and Wales number 99064. Registered Office: 55 Gracechurch Street, London, EC3V 0RL. The marketing brand also includes Royal London Asset Management Bond Funds Plc, an umbrella company with segregated liability between sub-funds, authorised and regulated by the Central Bank of Ireland, registered in Ireland number 364259, and subject to limited regulation by the Financial Conduct Authority. Details about the extent of our regulation by the Financial Conduct Authority are available from us on request. Registered office: 70 Sir John Rogerson's Quay, Dublin 2, Ireland. Our ref: P RLAM ON 0001