



# **Swiss Life Asset Managers UK Limited**

## **Complaints Handling Process**

**FCA Ref Number: 229228**

**September 2024**

## **Introduction**

Swiss Life Asset Managers UK Limited (the “Firm”) is authorised and regulated by the Financial Conduct Authority (“FCA”). The Firm is required to comply with the FCA’s rules regarding complaints. The Firm is committed to handle complaints promptly and fairly.

## **Complaints Process**

If you are not satisfied with any aspect of the Firm’s services, please contact the Firm’s Compliance Officer by any one of the methods below:

By letter: Compliance Officer, Swiss Life Asset Managers UK Limited, 55 Wells Street, London W1T 3PT.

By email: [graham.langlay-smith@swisslife-am.com](mailto:graham.langlay-smith@swisslife-am.com)

By telephone: +44 (0)207 291 6673

We shall acknowledge your complaint as soon as reasonably practical, normally within two business days.

Your complaint will be logged on our complaints register and brought to the attention of the directors.

We shall promptly investigate your complaint and provide you with a response, normally within ten business days.

## **Financial Ombudsman Service**

Given the scope of the Firm’s services it is unlikely that your complaint will be eligible to be referred to the Financial Ombudsman Service (“FOS”).

In the event that you are considered to be an eligible complainant we shall provide you with additional information regarding the FOS as part of our response to your complaint, including how to refer your complaint to the FOS if we do not resolve your complaint satisfactorily within eight weeks.