

COMPLAINTS PROCEDURE

HELVETIA MARINE SERVICES LIMITED (“hereafter HMS”) is committed to ensuring that it has effective and transparent procedures for the reasonable and prompt handling of complaints. HMS are also committed to ensuring that complaints are properly investigated and that all complaints are resolved appropriately. HMS recognises that the proper handling of complaints will not only improve the customer’s experience but can contribute to the success of our business. Identifying complaints and understanding the underlying causes can also provide our business with valuable information to improve products and the service provided to customers.

In the event it is necessary to submit a complaint then you can contact us:

By letter:

Helvetia Marine Services

Level 1
6 Bevis Marks
London
EC3A 7BA
United Kingdom

By email: jain.macleod@helvetia.fr

- 1) HMS will acknowledge the complaint within 3 working days of receipt, and provide you with an outline of HMS’ understanding of the complaint as well as details of the name and contact details of the person dealing with the complaint and why he / she is the appropriate person to do so.
- 2) HMS will investigate the complaint, and within 8 weeks of receiving the complaint send a final response or a written response explaining why HMS is not in a position to make a final response and indicate when it expects to be able to provide one.
- 3) If you are dissatisfied with the resolution of the complaint, you have the right to refer your complaint to the Financial Ombudsman Services (FOS), free of charge. You must do so within 6 months of the date of the final or written response.

Further information regarding the FOS can be obtained on their website at www.financial-ombudsman.org.uk. Alternatively, the address is:

The Financial Ombudsman Services
Exchange Tower
London
E14 9SR

Telephone: 0800 023 4567