Making a complaint

We want to give you great service, but if you are dissatisfied in any way, please get in touch using the contact details below.

What you will need to tell us:

- Your personal details – name, address, telephone number and date of birth
- Product and investment details
- Details of your complaint
- What you want us to do to put things right

What we will do to resolve your complaint:

- We will get your complaint to the right person/department/entity
- We will acknowledge receipt of your complaint within 5 working days and let you know what will happen next
- We will treat your complaint fairly
- We will try to resolve your complaint as soon as possible. However, if the issue is more complex and requires further investigation, it may take up to 8 weeks to give you a final response

Get in touch*

You can contact us by post or by email.

Contact name: **Jean-Charles Delcroix, Head of Compliance**

Address:

Amundi Asset Management London Branch (UK Representative for Amundi Asset Management, Paris)
41 Lothbury
London
EC2R 7HF
United Kingdom

Amundi (UK) Limited
41 Lothbury
London
EC2R 7HF
United Kingdom

Email: complaints@amundi.com

*Please note: Amundi Asset Management London Branch and Amundi (UK) Limited **DO NOT** deal directly with retail investors. However, if you are a retail investor and you wish to complain about an Amundi Group product, you can use the contact details above and your complaint will be forwarded onto the relevant entity for investigation.

If you are still not happy (for retail investors only)

If you do not receive a response from us within 8 weeks, or if you are unhappy with our response, you can ask the Financial Ombudsman Service to carry out an independent review of your complaint.

The contact details are as follows:

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Phone: 0300 123 9123 (charged at a national rate) or
0800 023 4567 (free from landlines and mobile)

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

Website: www.financial-ombudsman.org.uk