



# Citco Bank and Trust Company Limited Customer Feedback & Complaints Process

**October 2024**

**CITCO**

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## 1. Introduction

Citco Bank and Trust Company Limited values the relationship that we have with you. Our service and your experience with us should always be what you expect. Yet sometimes the level of service you expect and what you receive may be different.

When things go wrong as they sometimes do, please tell us and we'll do our best to fix them for you quickly and fairly. We will listen to you and do our best to solve your issue. You will be treated with respect; you will get updates, answers and decisions from us without delay.

## 2. Giving us feedback

You can give your comments and suggestions to any member of staff. Your comments and suggestions help us to improve our products and services.

If you're not satisfied with any part of our service or products, you can let us know by contacting us in the following ways:

- **Over the Phone:** You may call and speak to your Citco Bank Relationship Manager or Banking Services team which can be found on all email communication from Citco Bank and Trust Company Ltd.
- **In Writing by email** to the attention of our Operations Manager within the Banking Services team using our dedicated email address [CBTClientdeskCay@citco.com](mailto:CBTClientdeskCay@citco.com).
- **In Writing by Post** to the attention of our Operations Manager within the Banking Services team, at Citco Bank and Trust Company Ltd, 89 Nexus Way, Camana Bay, PO Box 31105, Grand Cayman KY1-1205, Cayman Islands.

## 3. Complaints

When handling complaints we will always aim to:

- **Be approachable:** We'll make it easy for you to discuss the issue with us.
- **Listen:** We'll always give your complaint the attention it deserves.
- **Be fair:** We'll deal with you fairly, politely and promptly.
- **Explain:** We'll give you an explanation and apologize if our service hasn't met your expectations or our standards.

If the matter is straightforward, we will try and resolve it for you within 24 to 48 hours.

## 4. We may need time to investigate more complex complaints

### 4.1 Investigation

Some issues may be complex and we may not be able to solve the problem immediately. If so, we'll write to you within two business days giving you the name of the person dealing with your issue and letting you know when you can expect a full response.

As part of the investigation, we may need to contact you to discuss the issue. We aim to settle matters as quickly and as fairly as possible. If we need to carry out a detailed investigation, we'll keep you fully informed throughout the process.

### 4.2 Resolution

Where a detailed investigation into your complaint is required, we will acknowledge such in writing within two business days.

In response to your complaint we will write to you addressing all points raised, within fifteen business days of receipt of your complaint. In exceptional situations, if additional time is required, we will communicate this by email, providing weekly updates until resolved.

### 4.3 Confirmation

When we have completed our investigation, we'll send you a letter by email providing the outcome and our determination.