



# Citco Fund Services (Bermuda) Limited Customer Feedback & Complaints Process

**April 2025**

**CITCO**

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# Table of Contents

- 1. Introduction ..... 3
- 2. Giving us feedback ..... 3
- 3. Complaints ..... 3
- 4. We may need time to investigate more complex complaints ..... 4
  - 4.1. Investigation ..... 4
  - 4.2. Resolution ..... 4

## 1. Introduction

Citco Fund Services (Bermuda) Limited (hereinafter CFSBER) 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.

This document outlines the procedures for providing feedback and handling of complaints if you are a client of CFSBER to ensure they are resolved promptly, fairly and effectively.

## 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 us at +1 441 295 7149.
- **In Writing by email** to [bermuda-fund@citco.com](mailto:bermuda-fund@citco.com).
- **In Writing by Post** to Citco Fund Services (Bermuda) Limited, O'Hara House, 3 Bermudiana Road, HM08, Bermuda, P.O. Box 3399, Hamilton HMPX, Bermuda.

## 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 3 business days.

## 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

In response to your complaint we will write to you addressing all points raised, within 30 calendar 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.