

What if I have a complaint?

We're a conscientious organisation that always aims to offer high-quality investment products and services. If you are unhappy with one of our products, including the way it was sold to you or the service you received, then please don't hesitate to get in contact with us.

To make a complaint, please email [**complaints@sanlam.co.uk**](mailto:complaints@sanlam.co.uk).

We'll carry out a thorough investigation of any issues as quickly as possible. However, because we need to gather information and examine all the facts, this may take a little time. We will keep you regularly informed of progress and will advise you if we require more time to complete our investigation. For a full overview of our complaint handling procedures please [**review our guide**](#).

If we are unable to accept or reject your complaint within eight weeks of receiving it, we will write to tell you that you have the right to take the matter to the Financial Ombudsman Service at the address below:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Tel: 0300 123 9123

Email: [**complaint.info@financial-ombudsman.org.uk**](mailto:complaint.info@financial-ombudsman.org.uk)

Website: [**www.financial-ombudsman.org.uk**](http://www.financial-ombudsman.org.uk) < [**http://www.financial-ombudsman.org.uk/**](http://www.financial-ombudsman.org.uk/)>

If you have a complaint about a service provided online you may wish to complain via the [**Online Dispute Resolution website**](http://ec.europa.eu/consumers/odr/) < [**http://ec.europa.eu/consumers/odr/**](http://ec.europa.eu/consumers/odr/)>.