

# COMPLAINT HANDLING PROCEDURE

## Complaint Handling Procedure

At Jupiter we take customer satisfaction seriously and aim to achieve a high level of customer service. If you are dissatisfied with the service we've provided, please let us know and we will fully investigate your complaint. This document details our complaint handling procedures.

### How to contact Jupiter

You can contact Jupiter in writing, by phone, email or fax.

### Handling your complaint

A member of our dedicated independent team will fully investigate your complaint and a senior staff member will review it before we send you our response.

### Third party complaints

Where we feel that the actions of other companies have led to your complaint, we will forward your complaint to them and inform you of this in writing.

### Acknowledging your complaint

Where we are unable to resolve your complaint to your satisfaction by the close of business on the third business day after receipt, we will send you a written acknowledgement of your complaint along with contact details of the person you can contact to discuss it.

#### Complaints contact team

Complaints Team  
Jupiter Unit Trust Managers Limited  
PO Box 10666, Chelmsford CM99 2BG

Tel: **0800 561 4000**

Fax: **0800 561 4001**

Email: **[complaints@jupiteronline.co.uk](mailto:complaints@jupiteronline.co.uk)**

## What happens next

We will begin our investigation into your complaint. We will endeavour to provide you with our final response as quickly as possible, though more complex cases will take longer to resolve. If we are not able to resolve your complaint within eight weeks, we will write to you:

- Explaining why we have not responded and when we expect to be able to do so;
- Advising you of your rights to refer the complaint to the Financial Ombudsman Service (FOS); and
- Enclosing a leaflet explaining the working of the FOS.

## If you are dissatisfied with our final response

You can refer your complaint to the Financial Ombudsman Service where you are dissatisfied with our final response. We will provide details of how to do this with our final response, unless we have sent the details previously.

## The Financial Ombudsman Service

The Financial Ombudsman Service was set up by law to settle disputes between financial firms and their clients. They are completely independent and will review your case making a fair and balanced decision, providing you have given Jupiter up to eight weeks to resolve your complaint.

## Following resolution

We send details of all the complaints we have received to our regulator, the Financial Conduct Authority, twice a year. A senior staff member carries out monthly reviews of all complaints to identify any improvements we can make to our service.

## Contact us

Jupiter Unit Trust Managers Limited, PO Box 10666 Chelmsford CM99 2BG

Tel: **0800 561 4000** Web: **[www.jupiteram.com](http://www.jupiteram.com)**

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