

# Momentum Pensions (Gibraltar) Limited

## COMPLAINTS POLICY

### About this guide

Momentum Pensions (Gibraltar) Limited are committed to providing you with an excellent service. However, we recognise that sometimes things can go wrong.

Should you have cause to make a complaint, we want to know about it, and ensure that it is dealt with as quickly and effectively as possible.

We view complaints not only as an opportunity to understand our client's needs, but to improve our services where needed and as a chance to put things right.

It is important you feel confident that we will take your complaint seriously, and as such we've put together this guide to explain our commitment to you. It's important that:

- You know who to complain to
- You know how we will deal with your complaint
- You feel confident that we will take your complaint seriously
- You know that we will try to resolve your complaint quickly.

### How can you complain?

In respect to any Gibraltar products, you can make a complaint by:

- Writing to us at: **Momentum Pensions (Gibraltar) Limited, 19A Town Range, PO Box 872, GX11 1AA, Gibraltar.**
- Phoning us: **+350 2007 6630**
- Emailing us: **[gibraltar@momentumpensions.com](mailto:gibraltar@momentumpensions.com)**

Please address your complaint to the Group Head of Compliance.

### What happens next?

- We will acknowledge your complaint in writing within seven business days of receipt.
- We will carry out a full and impartial investigation of your complaint, take account of all available information and write to you with details of the outcome and our decision.
- If we have not been able to complete the investigation within two months of the receipt of the complaint, we will write and let you know within seven business days of the end of that period when we hope to be able to give you our response.
- If the investigation has not been completed within two months from receipt of the complaint, we will continue with the investigation.
- If you do not agree with our decision or you are not satisfied with the manner with which your complaint was handled, you can refer your complaint to the Gibraltar Financial Services Commission. All claims should be made in writing at the following address:

**Gibraltar Financial Services Commission**  
PO Box 940  
Suite 3, Ground Floor  
Atlantic Suites  
Europort Avenue  
GX11-1AA  
Gibraltar

Or by contacting them at: **[information@fsc.gi](mailto:information@fsc.gi)**

### Confidentiality

Rest assured, any complaint you make will be handled sensitively. We will tell only those who need to know and adhere to all relevant data protection requirements.