

Momentum Pensions Limited

Complaints Procedure

January 2026

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01. Our Commitment to You

At Momentum Pensions Limited, we are committed to providing high-quality service, however we recognise that occasionally things may go wrong. If you wish to make a formal complaint, we want to hear from you and ensure that it is dealt with as quickly and effectively as possible. We view complaints not only as an opportunity to better understand our client's needs, but also as a chance to improve our services where needed and put things right.

This document explains:

- Who to contact and how to make a complaint
- How we handle your complaint
- Your rights during and after the complaints process

02. How Can You Make a Complaint?

For complaints about administration services provided by Momentum Pensions Malta Limited you can contact us on any of the following methods:

Post: Quality and Compliance Analyst
Momentum Pensions Limited,
20 Athol Street,
Douglas,
Isle of Man, IM1 1JA
Phone: +44 1624 619751
Email: iom@momentumpensions.com

Please indicate that your submission is a formal complaint and address it to the Quality and Compliance Analyst.

03. What Happens Next?

1. We will acknowledge receipt of your complaint within **7 business days**.
2. We aim to resolve your complaint within **2 months** from the date of when we received your complaint. In the event this takes longer than anticipated, we will keep you updated.
3. Once our investigation is complete, we will provide you with a written **Final Response**.
4. If you are not satisfied with the handling of your complaint, or you are not in agreement with our decision - you may refer your complaint to the Isle of Man Financial Services Ombudsman Scheme.

04. Understanding Your Rights After Making a Complaint

The Ombudsman Scheme is a free, independent dispute resolution service for customers with a complaint against an Isle of Man firm, which the firm has been unable to resolve. The role and powers of the Scheme are established in Schedule 4 of the Financial Services Act 2008.

You may contact the Ombudsman Scheme using any of the following methods:

Post: Financial Services Ombudsman Scheme for the Isle of Man
Thie Slieau Whallian
Foxdale Road
St John's
Isle of Man
IM4 3AS

Landline: +44 1624 686500 (international)
Email: ombudsman@iomoft.gov.im

05. Data Protection and Confidentiality

Your complaint will be treated with care and confidentiality. Our Privacy Policy available [here](#) provides more information about the way we use your personal information and your rights under the Data Protection Act.