

Momentum Pensions (Gibraltar) Limited

Complaints Procedure

August 2025

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01. Our Commitment to You

At Momentum Pensions (Gibraltar) 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 (Gibraltar) Limited you can contact us on any of the following methods:

Post: Quality and Compliance Analyst
Momentum Pensions (Gibraltar) Limited,
19A Town Range, PO Box 872,
GX11 1AA, Gibraltar.

Phone: +350 2007 6630

Email: compliance@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 if you do not agree with our decision, you may decide to report your complaint to the Gibraltar Financial Services Commission ('GFSC').

04. Understanding Your Rights After Making a Complaint

The GFSC is the regulatory body responsible for overseeing and supervising the financial services industry in Gibraltar and it also considers complaint against firms that it regulates. You may contact the GFSC using any of the following methods:

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

Landline: +350 200 40283 (international)

Email: complaint.info@fsc.gi

Website: <https://www.fsc.gi/>

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.