

Complaints Procedure

Kestrel Capital Limited is committed to providing the highest standard of service at all times. If we fall short of these high standards, we would like to hear from you. This will give us the opportunity to put matters right and to improve the service we provide to all our clients. Usually things can be addressed by your Financial Advisor, therefore in the first instance please contact your Financial Advisor by email, telephone or letter.

Alternatively, you can contact our Head of Compliance below:

Head of Compliance
Kestrel Capital limited
70 Fitzwilliam Lane
Dublin 2
D02 TP08
Ireland

When you do contact us to make a complaint please make sure you provide us with the following information:

- Your full name, address, portfolio or reference number, your telephone number and a convenient time to contact you, should you wish to discuss the matter.
- A full description of your complaint and what you want us to do to resolve your complaint.
- Copies of any relevant documentation you wish us to consider as part of the complaint investigation.

The Head of Compliance will carry out an independent investigation and provide you with a written response as soon the investigation has concluded. We aim to resolve all complaints as quickly as possible and within 8 weeks from when your complaint was received.

If we fail to resolve your complaint to your satisfaction, you may be able to refer it to the Financial Services and Pensions Ombudsman. While you are entitled to refer your concerns to the Financial Services and Pensions Ombudsman (“FSPO”) at all times or upon the expiration of 40 business days, the FSPO will require a final letter of response from Kestrel Capital Limited in order to properly investigate your concerns.

Complaints may be referred to the FSPO in writing at FSPO, Lincoln House, Lincoln Place, Dublin 2, D02 VH29 or by email info@fspoi.ie and phone: +353 1 567 7000. Further details are available on the FSPO’s website: www.fspoi.ie.