

# Our complaints procedure

## Allied Dunbar International Fund Managers Limited

### Who should I contact in the first instance?

We can resolve many issues straight away, so you should contact our Policy Administration Team in the first instance. They will be able to provide you with a response concerning any of the products or services we provide.

Their contact details are:

Telephone: + 44 (0) 1624 691527  
between 09:00 and 17:00 hours UK time

Email: [policyadmin@zurich.com](mailto:policyadmin@zurich.com)

Write to:

Allied Dunbar International Fund Managers Limited  
43-51 Athol Street  
Douglas  
Isle of Man  
IM99 1EF

We aim to resolve your complaint within 14 working days. If this takes longer we will keep you informed of progress whilst our enquiries are continuing.

### What are the next steps if I'm not happy with the response you provide?

We always aim for the best in terms of customer service, but we recognise that we may not always be able to reach an agreement with you. If this is the case, and you remain dissatisfied once you have received our response, then please tell us.

In the unlikely event we can't reach agreement with you, we will send you a final response on behalf of Allied Dunbar International Fund Managers Limited and make you aware of your right to refer your complaint to the Isle of Man Financial Services Ombudsman Scheme.

### The Isle of Man Financial Services Ombudsman (FSO) Scheme

If we can't resolve your complaint to your satisfaction within 12 weeks, or if you remain dissatisfied following receipt of our final response letter, you can ask the FSO to formally review your case.

The FSO contact details are:

The Financial Services Ombudsman Scheme  
Isle of Man Office of Fair Trading  
Government Buildings  
Lord Street  
Douglas  
Isle of Man  
IM1 1LE

Telephone: + 44 (0) 1624 686500

Email: [ombudsman@iomoft.gov.im](mailto:ombudsman@iomoft.gov.im)

Website: [www.gov.im/oft](http://www.gov.im/oft)

This is a free, independent dispute resolution service for customers with a complaint against an Isle of Man based financial firm such as Allied Dunbar International Fund Managers Limited. The role of the Scheme is to settle disputes impartially and to make what they believe is a fair and balanced decision (including payment up to GBP100,000) based on the facts of each individual case.

If you are unsure whether the FSO will look at your complaint, please contact them directly for further information.

### Our commitment to customer service

We are committed to handling all complaints – on any aspect of our service – fairly, thoroughly and promptly.

Issued by Allied Dunbar International Fund Managers which is licensed by the Financial Supervision Commission of the Isle of Man.

Registered in the Isle of Man number 23846C.

Registered office: 43-51 Athol Street, Douglas, Isle of Man, IM99 1ET, British Isles.  
Telephone: +44 (0)1624 661551 Fax: +44 (0)1624 691599

Approved by Zurich International Solutions Limited, UK Life Centre, Station Road, Swindon, Wiltshire, SN1 1EL, United Kingdom.

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The rules and regulations made by the Financial Services Authority and made under the Financial Services and Markets act 2000 may not apply to clients.

Calls may be recorded due to training and quality purposes.

Allied Dunbar International Fund Managers Limited is a member of the Zurich Financial Services Group.