

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

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

Website: 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.