

Complaints

March 2026

1. What is a Complaint?

- 1.1. This document sets out Redwheel's Complaints Policy for the handling and review of any complaints it receives.
- 1.2. Complaints are generally interpreted as any expression of dissatisfaction, either verbally or in writing.

2. How do I make a Complaint?

- 2.1. Please address all complaints either in writing or verbally using the contact details below:
 - 2.1.a. Attention: General Counsel & Chief Compliance Officer
 - 2.1.b. Address: Verde, 10 Bressenden Place, London SW1E 5DH
 - 2.1.c. Email: Compliance@Redwheel.com
 - 2.1.d. Telephone: +44 (0)20 7227 6000
- 2.2. Please provide as much information as you have regarding the complaint so that we may fully investigate the issue.

3. How will my complaint be handled?

- 3.1. Upon the receipt of your complaint, we will promptly respond with a written acknowledgement and confirmation that the complaint is being reviewed.
- 3.2. We seek to resolve complaints as soon as practicable and aim to resolve it within three working days, however, if it should require more time then we will advise you accordingly.
- 3.3. Where a complaint is resolved within three business days of receipt, we will provide you with a written Summary Resolution Communication ("SRC").
- 3.4. A SRC is a written communication which acknowledges your complaint and notes that we consider the complaint to be resolved.
- 3.5. In the unlikely event a complaint cannot be resolved within three business days, or we choose to consider a complaint further, we will provide you with a Final Response Letter within eight weeks.
- 3.6. A Final Response Letter is a written document which addresses the complaint and provides our findings.
- 3.7. A complaint is considered resolved when Redwheel has sent either a SRC or a Final Response Letter (depending on the complaint); when you have indicated acceptance or where you do not respond.

4. The Ombudsman

- 4.1. Subject to fulfilling certain requirements you may have the right to refer your complaint to the Financial Ombudsman Service, a free and independent service, if you remain dissatisfied. The Financial Ombudsman Service's contact details are below:
- 4.1.a. Address: Harbour Exchange Square, Exchange Tower, London, E14 9SR
 - 4.1.b. Email: complaint.info@financial-ombudsman.org.uk
 - 4.1.c. Website: www.financial-ombudsman.org.uk
 - 4.1.d. Telephone: 0800 023 4 567 or 0300 123 9 123
- 4.2. If you should have any questions regarding this policy or any concerns, please contact Compliance@Redwheel.com