

*Momentum Wealth International Limited*

## **Complaints handling procedure**

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We recognise the importance of giving excellent service to our clients. This is why we always appreciate client feedback, which we use to improve our offering to you.

Should you be dissatisfied with our service to you, we have a complaints handling procedure for clients. It is important to Momentum Wealth International Limited that we deal with complaints in a professional manner, which means that should you feel you have a reason to complain or express dissatisfaction, whether orally or in writing, about a service or activity relating to a financial service that we have offered, provided or withheld, there is a procedure in place to handle your complaint.

Therefore, Momentum Wealth International Limited undertakes to deal with your complaint swiftly and fairly, according to best practice guidelines and regulatory requirements.

You can contact our client services department directly to lodge a complaint with our Client Service Centre. We can be contacted at:

Momentum Wealth International Limited  
La Plaiderie House  
St Peter Port  
Guernsey  
GY1 1WF

Email: [client.services@momentum.co.gg](mailto:client.services@momentum.co.gg)

We will provide you with an acknowledgement of your complaint within two working days – if we require more time to investigate we undertake to keep you updated as to the expected timeframe to completion of this process, upon which we will provide a response detailing our conclusions.

If we do not resolve the complaint to your satisfaction, you can refer the matter to the Channel Islands Financial Ombudsman, within 6 months of our final response. You can contact the Ombudsman at:

Channel Islands Financial Ombudsman  
PO Box 114  
Jersey, Channel Islands  
JE4 9QG

Email: [enquiries@ci-fo.org](mailto:enquiries@ci-fo.org)  
Website: [www.ci-fo.org](http://www.ci-fo.org)  
Guernsey telephone: 01481 722218  
International telephone: +44 1534 748610

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**Momentum Wealth International Limited**

Registered address: La Plaiderie House, La Plaiderie, St Peter Port, Guernsey, Channel Islands, GY1 1WF Registered in Guernsey No. 30830  
Postal address: PO Box 166, La Plaiderie House, La Plaiderie, St Peter Port, Guernsey, Channel Islands, GY1 4HE  
Switchboard +44 (0) 1481 735 480 Facsimile +44 (0) 1481 735 481 [www.momentum.co.gg](http://www.momentum.co.gg)  
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