



## Complaints procedure – Information for clients

BCWM is committed to delivering the highest level of service to all our customers. However, we realise there could be times when you may want to make a complaint. We will do our best to resolve all complaints as satisfactorily and as quickly as possible.

### How can you make a complaint?

You can make a complaint by phone, email, fax, post or in person. All complaints should be made and addressed in the first instance to the Head of Compliance & Risk.

### Contact details:

BCWM plc  
Marine House,  
Clanwilliam Place,  
Dublin D02 FY24

**TEL:** + 353 1 9060250  
**FAX:** + 353 1 9060280  
**EMAIL:** [clientservices@bcwm.ie](mailto:clientservices@bcwm.ie)

### Internal Procedure

The Head of Compliance & Risk will issue an initial acknowledgement letter to you within five business days of the complaint being received and will let you know who will be the point of contact to liaise with regarding your complaint.

We will investigate the complaint in a prompt manner and will attempt to resolve the complaint within 20 working days. If not resolved within this time period, we will send you progress letters every 20 working days until we deem the complaint is resolved. We will aim to resolve the complaint within 40 business days and if not resolved within this timeframe, we will inform you of the anticipated timeframe within which we hope to resolve the complaint.

If the complaint is not resolved within 40 working days or if you are not satisfied with the outcome of your complaint, you may refer your complaint to the Financial Services and Pensions Ombudsman.

Financial Services and Pensions Ombudsman  
Lincoln House  
Lincoln Place, Dublin 2, D02 VH29  
<https://www.fsppo.ie/>