Summary of Our Complaints Handling Procedure

InCred Global Wealth Limited ("InCred") is committed to providing a high standard of service. If you are dissatisfied with any aspect of our services, we encourage you to let us know so that we can investigate your concerns and, where appropriate, put things right.

How to make a complaint

You can make a complaint verbally or in writing. There is no charge for making a complaint.

Complaints should be directed to our complaints management function using any of the following methods:

Telephone: +44 (0)20 4553 6239
Email: compliance@incredwealth.uk

Post:
InCred Global Wealth Limited
5–10 Bolton Street
London
W1J 8BA
United Kingdom

How we will deal with your complaint

We will handle your complaint fairly, impartially and without undue delay.

Where a complaint can be resolved promptly, we will seek to do so as soon as possible. If your complaint cannot be resolved immediately, we will investigate the matter and appoint an appropriately senior person to consider it.

We aim to:

- acknowledge your complaint in writing no later than five business days after receiving it;
- keep you informed of the progress of our investigation;
- investigate your complaint fairly and thoroughly; and
- provide you with our final response as soon as reasonably possible and normally within eight weeks of receiving your complaint.

Our final response will explain the outcome of our investigation and any action we propose to take.

If we are unable to provide a final response within eight weeks, we will explain the reasons for the delay and tell you when we expect to complete our investigation.

Financial Ombudsman Service

If you are an eligible complainant and remain dissatisfied with our final response, or if we have not resolved your complaint within the applicable timeframe, you may be entitled to refer your complaint to the Financial Ombudsman Service ("FOS"), which provides an independent dispute resolution service.

Further information is available at:

www.financial-ombudsman.org.uk

You will normally need to refer your complaint to the Financial Ombudsman Service within six months of the date of our final response, subject to the Financial Ombudsman Service's applicable rules and time limits.

The Financial Ombudsman Service can also be contacted at:

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Telephone: 0800 023 4567 or 0300 123 9123

Further information

A copy of our full Complaints Management and Handling Policy is available free of charge on request. We will also provide information about our complaints handling procedure when acknowledging a complaint.

We treat complaints seriously and use the information obtained through the complaints process to identify any issues and improve our services and procedures.