



SUNTERA
GLOBAL

GUERNSEY

Suntera “How to Complain” Leaflet

24 January 2023

EMPOWERING
RESPONSIBLE
AMBITION

suntera.com

HOW TO COMPLAIN

Our commitment to you

Suntera is committed to providing you with consistently high standard of service. If for any reason you feel that we have fallen short of this level of service, please let us know. We will then rectify the problem as soon as possible and will undertake appropriate measures to prevent the problem from occurring again.

How to tell us

You can submit your complaint addressed to the Managing Director for Guernsey either by letter, email at info@suntera.com or by telephone using the following contact details:

GUERNSEY OFFICE
Suntera Private Wealth (Guernsey) Limited
Fairbairn House, Rohais, St Peter Port, Guernsey, GY1 3LT
Tel: +44 (0)1481 710895

If we are unable to resolve your concerns straight away, your complaint will be referred to the relevant person who will then make contact with you.

You may wish to arrange a virtual meeting or telephone call, where a member of our client administration team will be happy to meet with you and discuss your concerns.

When you contact us, please provide details of your complaint and what you would like us to do to resolve matters.

For security reasons, please do not include any additional personal information in your correspondence.

What happens next?

All complaints will be acknowledged within three business days of receipt. The complaint will be investigated independently, and a full response sent within seven business days. If this is not possible, you will be informed, and a full response will be sent soon thereafter. We aim to conclude your complaint as swiftly as possible. In some instances, where the complaint is complicated, it may take longer in order to provide a mutually satisfactory conclusion. We will ensure you are kept fully informed about the stages of the investigation as it progresses. In all cases, we will advise you when the complaint is considered closed or is not upheld. For clarity, there is no charge for investigating complaints.

If our final response is not to your satisfaction, we are happy to explain our actions and discuss your concerns further.

However, if you still feel that the matter is unresolved, you can request an independent review to be completed by another client director or client manager.

Still unresolved?

We will inform the Guernsey Financial Services Commission (GFSC) of a 'significant' complaint immediately or if the complaint remains unresolved for over three months.

Channel Islands Financial Ombudsman (CIFO)

CIFO may be available to consider complaints which are not resolved through this complaints resolution procedure. This includes any complaints that relate to a pension and any trust complaints in relation to the selection and suitability of investment or administration of investment (Investment as defined in regulation).

We aim to resolve the complaint satisfactorily. However, the contact details for the CIFO are www.ci-fo.org, then click on the 'Contact Us' button.

Upon Conclusion

It is important to us that our relationship with you remains strong. Your feedback is highly valuable as it allows us to improve the products and services we offer.

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