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## Customer complaint handling procedure

We are sorry if you have had cause to complain to Invesco. We will consider your complaint on its merits and we commit to treating you fairly and reasonably.

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We recognise customers' complaints as an invaluable source of feedback which help us understand what our customers need and expect from our service.

All complaints are recorded on receipt and investigated by an employee of sufficient competence who is not directly involved in the matter which is the subject of the complaint. The person charged with responding to complaints has the authority to settle complaints (including the offering of redress where appropriate) or has ready access to someone who has the necessary authority.

If the complaint is made by or on behalf of an eligible complainant<sup>1</sup> and involves:

- An allegation that the complainant has suffered, or may suffer, financial loss
- Material distress

or

- Material inconvenience

Then the following procedures will be followed:

- For complaints resolved by the close of business on the third business day following its receipt, a Summary Resolution Communication will be sent to you
- For complaints not resolved by the close of business on the third business day following its receipt, a written acknowledgement will be sent to you within 5 business days of our receipt of the complaint, together with this document. This acknowledgement may be combined with our final response if we are able to investigate and issue that response within that timescale
- If we have been unable to resolve your complaint within 21 business days then we will contact you further to let you know that we are still dealing with your complaint

We try to resolve all complaints within 8 weeks. If we are not in a position to issue a final response within 8 weeks then we will send you a holding letter, giving reasons for the delay and indicating when we expect to be able to provide you with a final response. At this point you will also be informed that if you are dissatisfied with the delay you may refer your complaint to the Financial Ombudsman Service and a copy of the Financial Ombudsman Service's explanatory leaflet will be enclosed. Alternatively, you can visit the Financial Ombudsman's website at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

Our final response should adequately address the subject matter of the complaint and where the complaint is upheld, we will offer appropriate redress. Please note that appropriate redress will not always be financial redress; it may, for example, simply be an apology.

Our final response or Summary Resolution Communication will inform you that you may refer your complaint to the Financial Ombudsman Service if you are dissatisfied with our response and that you must do so within six months of receiving that response. We will enclose a copy of the Financial Ombudsman Service's explanatory leaflet with our final response, unless this has already been enclosed with previous correspondence. Our Summary Resolution Communication will inform you that you can visit the Financial Ombudsman's website at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

For all other complaints, made by or on behalf of eligible complainants or otherwise, we will acknowledge the complaint either verbally or in writing and try to resolve the matter as soon as possible.

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<sup>1</sup> A person is an eligible complainant if:

- they are or have been a customer of Invesco and the complaint arises out of a matter relevant to them being or having been a customer of Invesco
- the complaint arises out of Invesco's actions or failure to act for the complainant in his/her capacity as a potential customer

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Eligible complainants are defined as any of the following:

- A consumer (i.e. private individual)
- A micro-enterprise - this is an enterprise that employs fewer than 10 persons and has a turnover or annual balance sheet that does not exceed €2million at the time of complaining
- A charity which has an annual income of less than £6.5million at the time of complaining
- A trustee of a trust which has a net asset value of less than £5million at the time of complaining
- A professional client or an eligible counterparty, where the individual is a consumer in relation to the activity to which the complaint relates
- A small business - this is an enterprise that is not a micro-enterprise, has an annual turnover of less than £6.5million (or its equivalent in any other currency) and (i) employs fewer than 50 persons or (ii) has a balance sheet total of less than £5million (or its equivalent in any other currency) at the time of complaining
- A guarantor - this is an individual who is not a consumer that has given a guarantee or security in respect of an obligation or liability of a person which was a micro-enterprise or small business as at the date that the guarantee or security was given

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**If you have a complaint, you can write to us at:**

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The Pensions Team  
Invesco Pension Limited  
First Floor  
The Columbia Centre  
Station Road  
Bracknell  
RG12 1LP

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**Alternatively, you can contact us using the following contact details:**

E-mail: [pensions@invesco.com](mailto:pensions@invesco.com)  
Facsimile: 01344 464 402  
Telephone - Customer Service Team: 0800 420 042

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Invesco Pensions Limited  
Perpetual Park, Perpetual Park Drive, Henley-on-Thames, Oxfordshire, RG9 1HH, UK  
Authorised by the Prudential Regulation Authority and regulated by the  
Financial Conduct Authority and the Prudential Regulation Authority

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