



Citco B.V.I. Limited Complaints Policy and Procedure

September 2024

CITCO

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1. Introduction

Citco B.V.I. Limited is committed to providing the highest standard of service to its clients. However, we recognize that there may be occasions when clients have concerns or complaints about the services we provide. This policy outlines the procedures for handling complaints to ensure they are resolved promptly, fairly, and effectively.

This procedure should be used by you if you are a client of the following BVI regulated entities i.e. Citco B.V.I. Limited, Securitas Management Services Corp., Tortola Corporation Company Limited, Citco Trust Corporation Limited, and Citco Trustees (BVI) Ltd. (hereinafter CBVI).

2. How to make a Complaint

Complaints can be communicated to us in a variety of ways: in writing (letter, fax or email) or via a phone call.

Your complaint should be made to your relevant account manager who ordinarily would co-ordinate your complaint response. However, if it is more appropriate, a complaint can be made to the Managing Director of CBVI.

3. How we will handle your complaint

Complaints will be co-ordinated by the Risk Co-ordinator, or if required, by an independent senior manager who has not been involved in the issues that you have complained about.

All complaints should, within one working day of receipt, be reported to relevant senior management.

We will acknowledge your complaint within three business days. Where possible this communication may also provide the process that will be taken to review the complaint and the course of action being taken by CBVI.

All complaints should be resolved within 30 calendar days of being received and recognized as such. Every resolution of a complaint will be managed by senior personnel of CBVI to ensure impartiality and fairness.

Formal notification outlining the decision made in relation to the complaint will be sent to you.