



# Citco Trustees (Cayman) Limited Complaints Policy and Procedure

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CITCO

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## 1. Introduction

Citco Trustees (Cayman) Limited ("CTCL") 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 in accordance with the following:

- Cayman Islands Monetary Authority ("CIMA") Circular on Complaints handling and Regulatory Expectations
- CIMA Rule and Statement of Guidance Market Conduct for Trust and Corporate Services Providers and Company Managers

This procedure should be utilized if you are a client of the above-mentioned Cayman regulated entity.

## 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.

Citco Trustees (Cayman) Limited

Telephone: +1 345 949 3977

Fax: +1 345 945 7566

Email: Feedback.C2S.KY@citco.com

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 CTCL.

## 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 five 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 CTCL.

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 CTCL to ensure impartiality and fairness.

A formal notification outlining the decision regarding your complaint will be sent to you via email. If it is determined that the complaint will not be upheld, you have the option to escalate the decision to the Cayman Islands Monetary Authority or the Cayman Islands Ombudsman.