

PRIVATE INVESTOR COMPLAINTS PROCEDURE

Introduction

CRUX Asset Management Ltd endeavours to provide the highest possible standards of service to all clients at all times; consequently, it is always disappointing when a client has cause to complain. The firm welcomes the opportunity to resolve any complaint in a prompt and fair manner.

For complaints relating to our Open-Ended Investment Collective (OEIC, ICVC & SICAV) funds, please write to or call the Client Services Team at:

CRUX Asset Management Limited
48 Pall Mall, London, SW1Y 5JG
Tel: 0800 304 7424
Email: clientservices@cruxam.com

There are risks associated with sending confidential information by email – so please be aware that, if you contact us in this way, we may reply by post or phone.

We make complaints our highest priority and find that most issues can be resolved within a few days. There may be times, for example if the investigation is complex and/or further enquiries need to be made, that the process could take longer. In these circumstances, we shall keep you informed of progress in dealing with the complaint.

Handling Your Complaint

In the majority of cases, our Client Services department will handle your complaint and will communicate with you directly. In some circumstances, a complaint may need to be referred to our Compliance department, in which case you may receive a response from them.

CRUX Asset Management Ltd will send you a written acknowledgment within 2 working days following the receipt of your complaint; if at all possible we will provide a resolution at this time. If we require more information to resolve the matter, we will make such a request in writing. We aim to complete our investigations within four weeks and we will send you a Final Response Letter that explains the results of our investigation and what action we propose to take.

We shall endeavour to keep you fully informed of the progress made in investigating your complaint. If we have not been able to issue a Final Response Letter within four weeks of receiving your complaint, we will provide a written

explanation as to why the issue remains unresolved and will tell you when we expect to be in a position to resolve your complaint.

We hope you will be satisfied with our response and if we do not hear from you within eight weeks, we will treat your complaint as settled and close our files.

Should you tell us later that you are still unhappy, we will however review it again.

Financial Ombudsman Service (FOS)

CRUX Asset Management Ltd is covered by the Financial Ombudsman Service (FOS). You may refer your complaint to the FOS if you are still unhappy after receiving the Final Response Letter or if you have not received the Final Response Letter within eight weeks of us receiving your complaint. We will provide a FOS leaflet to you any time upon request. We will include a leaflet with our Final Response Letter or send you one if we are unable to resolve matters by the end of the eighth week following receipt of your complaint.

If you would like the Financial Ombudsman Service to look into your complaint, you must contact them at the following address within six months of the date of any final response issued:

The Financial Ombudsman Service Exchange Tower London E14 9SR
Alternatively, you can phone 0800 023 4 567.

Further helpful information can be obtained from visiting the Financial Ombudsman website at www.financial-ombudsman.org.uk