

## **Fundsmith Equity Fund Feeder (SICAV) - Complaints Handling Process Summary**

If you have a complaint we will do our best to resolve the issue as quickly as possible. We will consider your complaint carefully, investigate it impartially and are committed to treating you fairly and reasonably.

### **How to Complain**

If you have a complaint please contact us by email or letter using the details below:

Fundsmith LLP  
Complaints Handling Officer  
33 Cavendish Square  
London, W1G 0PW  
United Kingdom  
[complaints@Fundsmith.co.uk](mailto:complaints@Fundsmith.co.uk)

Please explain in your email or letter the reasons for your complaint and how you have suffered loss or damage. Please communicate in English.

Please note that communications will be recorded. Copies of communications may be provided to any court, dispute resolution facility or regulator. Communications will be available on request for a period of 5 years and, where requested by regulators for a period of up to 7 years.

### **Summary of the Complaints Handling Process**

All complaints are recorded and then independently assessed and investigated by specialist staff with appropriate experience who have not been directly involved in the subject matter of the complaint. You will be kept informed of progress throughout the process.

Wherever possible we will seek to investigate and resolve the complaint promptly usually within 10 business days of its receipt. We will write to you explaining how the complaint has been resolved and providing information on your rights to refer the matter to the Board of Directors of Fundsmith Equity Fund Feeder, the CSSF's out of court complaints resolution procedures or the UK's Financial Ombudsman Service if you remain dissatisfied.

If it will take longer to resolve your complaint, we will provide you with an acknowledgement letter within 10 business days of receipt of your complaint. We will keep you informed of progress and may ask you to provide further information to assist us in the investigation of the complaint. We try to resolve all complaints within 1 month but if this is not possible we will write to you to explain the delay and when we expect to be able to complete the investigation. Once our investigation is complete we will send you a Final Resolution Letter. This will set out our assessment of the complaint and our response to it, including any remedial action or offer of redress where this is appropriate. We will also provide you with information on your rights to refer the matter to the Board of Directors of Fundsmith Equity Fund Feeder, the CSSF's out of court complaints resolution procedures or the UK's Financial Ombudsman Service if you remain dissatisfied.

The UK's Financial Ombudsman Service is a free and independent service for resolving disputes between eligible customers and UK financial services institutions. If your complaint relates to Fundsmith LLP you may be eligible to use this service.

**Financial Ombudsman Service:**

Telephone: 08000 234 567 or 0300 1239 123

[complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Financial Ombudsman

South Quay Plaza

183 Marsh Wall

London E14 9SR