

Complaint Handling Procedure

At GIB (UK), we want to provide you with the highest level of service possible. We hope you are pleased with the service we provide. However, if you have cause for a complaint please do let us know.

GIB (UK) is committed to ensuring that all complaints received are handled fairly, consistently and promptly; ensuring that we identify and remedy any recurring or systematic problems, as well as any specific problem identified by the complaints. How to make a complaint.

You may raise a complaint in person, by telephone or in writing by letter or email.



Telephone: +44 (0)207 259 3111



Written: First Floor, One Curzon Street, London, W1J 5HD, United Kingdom



Email: compliance@gibuk.com

Once your complaint is received

All complaints received are to be referred immediately to the Compliance Department who will be responsible for carrying out a thorough and prompt investigation.

You will receive an acknowledgement to your complaint within 5 working days. We aim to resolve your complaint within 4 weeks.

If not resolved within 4 weeks we will send a letter informing the client about the cause of the delay and when we expect to give a final update.

If not resolved within 8 weeks, another letter is issued and we consider it to be a breach. This process continues every four weeks until the complaints is resolved.

In some cases, we may require more information from you to enable us to fully investigate your complaint. In this instance, we may contact you for further details.

We analyse each complaint received to record any errors that may have occurred.

We report all complaints received to the Financial Conduct Authority. This report is submitted twice a year.

Financial Ombudsman Service

Access to the Financial Ombudsman Service (FOS) is available to customers (or potential customers) who are eligible complainants.

An eligible complainant has the right to refer a complaint directly to the FOS but only after GIB UK has had an

opportunity to try to resolve it and/or eight weeks have elapsed since the date of the complaint

Definition of a complaint

Any oral or written expression of dissatisfaction, whether justified or not, from or on behalf of a person about the provision of, or failure to provide, a financial service or a redress determination which:

1. Alleges that the complainant has suffered (or may suffer) financial loss, material distress, or material inconvenience; and
2. Relates to an activity of that respondent, or any other respondent with whom that respondent has some connection in marketing or providing financial services or products, which comes under the jurisdiction of the Financial Ombudsman Service (FOS).

Eligible complainant

FOS will consider a complaint brought by, on behalf of, an eligible complainant. An eligible complainant must be a person that is either:

1. a Consumer, i.e an individual customer, or joint customers; or
2. a Micro-enterprise. Micro Enterprises can bring complaints to the ombudsman as long as they have an annual turnover of less than 2 million and fewer than ten employees or
3. a charity which has an annual income of less than 6.5m at the time the complainant refers the complaint to us; or
4. a trustee of a trust which has a net asset value of less than 5m at the time the complainant refers the complaint to us or
5. a consumer buy to let (CBTL) consumer in relation to CBTL business or
6. a small or medium sized enterprise SME which has an annual turnover of less than 6.5m and (i) fewer than 50 employees or ii) an annual balance sheet that does not exceed 5M or
7. a guarantor who is not a consumer and has given a guarantee or security in respect of an obligation or liability of a person which was a micro-enterprise or SME as at the date that the guarantee or security was given

Contacting Financial Ombudsman Service

In writing: The Financial Ombudsman Service Exchange Tower London E14 9SR

By Telephone: 0800 023 4 567

By Email: complaint.info@financial-ombudsman.org.uk

Online: An online complaint form can be found on www.financialombudsman.org.uk/contact-us

Further helpful information can be obtained directly from FOS or from its website: www.financial-ombudsman.org.uk

If a customer authorises a third party to complain on their behalf, the customer must provide written authorisation to the company, allowing the company to communicate with the third party.

Professional Clients

Complaints received from professional clients and eligible counterparties will be handled in the same way as complaints received from retail clients. However, professional clients and eligible counterparties may not meet the definition of “eligible complainant” and therefore may not have access to the Financial Ombudsman Service.

This document has been prepared by GIB Asset Management, a trading name of Gulf International Bank (UK) Limited (“GIB”). GIB is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority (“FRN 124772”).