

Charles Schwab, U.K., Limited Complaint Handling Procedure

The purpose of this document is to outline the official Complaint Handling Policy for Charles Schwab, U.K., Limited (“CSUK”), in compliance with the rules of the Financial Conduct Authority (“FCA”). This document supersedes all previous complaint policy documents.

Policy Statement

Charles Schwab, U.K., Limited has a receptive attitude toward complaints and believes that its future depends on its ability to retain customers and ensure continued satisfaction.

All customers who complain:

- Are giving us a valuable insight into our business and our treatment of customers
- Should be thanked for taking the trouble to complain
- Should have their concerns investigated and resolved

Definition of a Complaint

A complaint is 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 alleges that the complainant has suffered (or may suffer) financial loss, material distress or material inconvenience.

Receiving Complaints

If you have a complaint, please contact us at +44 20 3795 2704 (option 1) or write to us:

The Compliance Officer
Charles Schwab, U.K., Limited
33 Ludgate Hill
London EC4M 7JN
United Kingdom

When we receive a complaint, first of all, it will be reviewed to assess whether it relates to Charles Schwab, U.K., Limited or Charles Schwab & Co., Inc.

Referring Complaints to Charles Schwab & Co., Inc.

If we assess that the responsibility for the fault alleged in a complaint relates to Charles Schwab & Co., Inc., we will forward the complaint promptly to:

Client Advocacy Team
Charles Schwab & Co., Inc.
211 Main Street
San Francisco, CA 94105
USA

At the same time, we will contact you to inform you that we have referred your complaint.

Investigation of Complaints

We confirm that all complaints will be:

- Investigated competently, diligently, and impartially by an employee of sufficient seniority who was not directly involved in the matter that was the subject of the complaint
- Investigated and replied to by an employee of sufficient authority to settle complaints
- Handled and responded to in a manner that adequately addresses the subject of the complaint, explains our assessment and decision clearly, and offers redress and/or remedial action where appropriate

Responding to Complaints

We may be able to resolve your complaint immediately and will do so if this is possible. However, if we need to investigate the complaint more thoroughly, we will work quickly and fairly and keep you updated of our progress promptly.

Financial Ombudsman Service

The Financial Ombudsman Service (“FOS”) helps to settle individual disputes between consumers and financial firms when they are not able to come to a satisfactory solution themselves. It is a completely independent service, which is free of charge to consumers.

FOS may be contacted at:
The Financial Ombudsman Service
Exchange Tower
London E14 9SR
www.financial-ombudsman.org.uk

If you are eligible* and your complaint falls within FOS jurisdiction,† we are obliged to notify you (upon request, or when acknowledging your complaint, or at the time of sending our final response or if we exceed the time limit allowed to investigate a complaint) of your right to refer your complaint to the FOS if you remain dissatisfied with the way your complaint was handled.

Please note that the FOS will **not** get involved unless you have received a final response or unless eight weeks have elapsed since your complaint was received and you have not received a final response. In addition, you must refer your complaint to the FOS within six months of the date on the final response letter.



*To be eligible, you should be a private individual or small business who has a customer or potential customer relationship with the firm and is **not** classified as a professional client or eligible counterparty.

† The Financial Ombudsman Service's jurisdiction covers most financial products and services provided in (or from) the United Kingdom. Consequently, if your complaint relates to Charles Schwab & Co., Inc., in the United States, you may **not** be able to refer your complaint to the FOS. However, under the terms of the Account Agreement as a customer of Charles Schwab & Co., Inc., if you remain dissatisfied with the way in which your complaint was handled, you may pursue the matter further through arbitration.

If you have a question about the Financial Ombudsman Service, arbitration, or any part of our complaints procedure, please contact the Compliance Officer, Charles Schwab, U.K., Limited at the address provided.

Charles Schwab, U.K., Limited is authorised and regulated by the Financial Conduct Authority. Firm Reference Number 225116. Registered in England and Wales No. 4709153. Registered Office: 78-84 Colmore Row, Birmingham, B3 2AB. Head Office: 33 Ludgate Hill, London EC4M 7JN.