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Previously Investec  
Asset Management

# Complaint handling procedure

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This document was originally published by Investec Asset Management (the predecessor of Ninety One) on 20 June 2019. The information is accurate as at the original date of publication but any views expressed may no longer be current. The document has been republished in our new branding but has not otherwise been updated.

# Ninety One complaint handling procedure

## **Our commitment to our clients**

At Ninety One we aim to provide our clients with the highest levels of care and customer service. We value client relationships and whilst we try our very best to satisfy clients' requirements, inevitably some may have a complaint. In such circumstances, we encourage clients to address their complaints, queries or concerns to us. We prefer to receive complaints in writing, by email or by post, to ensure we receive correct details and our response is correctly directed.

## **Who should you contact if you want to make a complaint?**

Complaints can be addressed to any of the offices listed in the 'Contact Us' section of our website, marked for the attention of the Compliance Officer. Alternatively, the addresses for each of our fund ranges are shown in the table overleaf. We encourage you to send any complaints to the relevant address for your particular fund holding. We have detailed the time-frames within which we will acknowledge your complaint and also the time-frames in which we will send our written response.

## **What if you are not satisfied with our response?**

We will strive to resolve your complaint as quickly and amicably as possible. If however you are not satisfied with our response, then you may choose to escalate your complaint to the relevant third-party authority or ombudsman. Their details are provided in the final column in the table overleaf.



# Complaint handling procedure

Fund range (and domicile)	Address for complaints	Initial acknowledgment provided by us	Written response provided by us*	Contact details for ombudsman or relevant authority
Investec Funds Series i – iv (United Kingdom)	Investec Fund Managers Limited PO Box 9042 Chelmsford CM99 2XL enquiries@ninetyone.com Tel. +44 (0)20 3938 1900	Within 5 business days of receiving a complaint.	Within 8 weeks of receiving a complaint.	The Financial Ombudsman Service Exchange Tower London E14 9SR complaint.info@financial-ombudsman.org.uk
Investec Global Strategy Fund (Luxembourg)	Investec Asset Management Guernsey Ltd PO Box 250, St Peter Port Guernsey GY1 3QH enquiries@ninetyone.com Tel. +44 (0)20 3938 1800	Within 10 business days of receiving a complaint.	Within one month of receiving a complaint.	Commission de Surveillance du Secteur Financier (CSSF)** L-2991 Luxembourg direction@cssf.lu reclamation@cssf.lu
Investec Global Alternative Fund 1 (Luxembourg)	Ninety One Luxembourg S.A. 2-4, Avenue Marie-Thérèse L-2132 Luxembourg enquiries@ninetyone.com Tel. +44 (0)20 3938 1800	Within 10 business days of receiving a complaint.	Within one month of receiving a complaint.	Commission de Surveillance du Secteur Financier (CSSF)** L-2991 Luxembourg direction@cssf.lu reclamation@cssf.lu
Investec B-Schemes (Guernsey)	Investec Asset Management Guernsey Ltd PO Box 250, St Peter Port Guernsey GY1 3QH enquiries@ninetyone.com Tel. +44 (0)20 3938 1800	Within 5 business days of receiving a complaint.	Within one month of receiving a complaint.	Guernsey Financial Services Commission PO Box 128, St Peter Port Guernsey GY1 3HQ info@gfsc.gg
Investec Unit Trust Scheme (South Africa)	Ninety One Fund Managers SA (RF) Proprietary Limited PO Box 1655, Cape Town 8000 utcomplaints@ninetyone.com Tel. +27 (0)86 0500 900	Within 3 business days of receiving a complaint.	Within 20 business days of receiving a complaint.	FSCA PO Box 35655 Menlo Park 0102 CIS.complaints@fsc.co.za  The Ombudsman for FSPs PO Box 74571 Lynwood Ridge 0040 info@faisombud.co.za
Investec Investment Management Services (South Africa)	Ninety One Investment Platform Proprietary Limited PO Box 785700 Sandton 2146 ipcomplaints@ninetyone.com Tel. +27 (0)86 0500 100	Within 3 business days of receiving a complaint.	Within 20 business days of receiving a complaint.	The Ombudsman for FSPs PO Box 74571 Lynwood Ridge 0040 info@faisombud.co.za  The Ombudsman for LT Insurance Private Bag X45 Claremont 7735 info@ombud.co.za  The Pension Funds Adjudicator PO Box 580 Menlyn 0063 enquiries@pfa.org.za

[www.ninetyone.com/complaints](http://www.ninetyone.com/complaints)

\*Every effort will be made to provide a written response within the time-frames shown. If this is not possible, we will provide an indication of when a written response can be expected.

\*\*Any escalation to the CSSF has to be made within one year of the date of your initial complaint, and in accordance with the conditions set out in the CSSF Regulation N°16-07 relating to out-of-court complaint resolution. Similar rules may apply in the case of the other authorities listed.

