



IQ EQ Bermuda Limited

Dear Client,

IQ EQ Bermuda Limited (the “Licensee”) aims to provide a high standard of services to their clients.

However, from time to time, errors can be made which may give rise to a complaint. If this is the case, the Licensee has committed itself to handle all complaints in accordance with the following guidelines:

- The Licensee will ensure that a thorough and impartial investigation is carried out within a reasonable time frame after receipt of a complaint.
- You will receive a written acknowledgement within five (5) business days after receipt of a complaint.
- **The following criteria must be met when submitting a complaint:**
 1. Complaints must be submitted in writing;
 - a. Briefly describe what the complaint is about, stating relevant dates and times, if applicable;
 - b. List your specific concerns;
 - c. List any actual or potential economic loss or personal detriment that may have been experienced because of the issue.
 2. Complaints must include the name of the complainant and name of Client/Service Entity;
 3. Complaints must include the contact details of the complainant (telephone number, email address). In the event the person filing the complaint is acting on behalf or under the instruction of a third party, this should be clearly disclosed.
- During the assessment of a complaint, the assigned employee, which will be a member of the Licensee’s Senior Management Team, will:
 1. Correspond with the complainant;
 2. Request meetings with the complainant (if required)
 3. Examine documentation supplied to the Licensee; and
 4. Conduct a comprehensive assessment of the complaint issue.
- The assessment of a complaint may result in any of the following outcomes:
 1. Specific decisions or actions taken;
 2. Provide a resolution; or
 3. Referral (e.g. to another authority such as the regulator for the Licensee), if required.
- A full response will be issued in writing within a maximum of 30 business days after receipt of the complaint. The response will bear the name and the function of the person handling the complaint. It will also contain:
 1. A final response to your complaint; or
 2. A response where the Licensee will inform you of the causes of a delay and indicate the date at which the examination of the complaint is likely to be achieved.

Complaints can be submitted through any of the following means:

1. Write directly to the Licensee's Complaints Senior Management Team at the following email address bermudacomplaints@iqeq.com.
2. Submit in writing via post, or hand delivery to:

IQ EQ Bermuda Limited

Williams House, 4th Floor
20 Reid Street
Hamilton HM 11, Bermuda
3. If you prefer, you can also send us your complaint via your usual contact person at the Licensee. All complaints are centralized with the Complaints Senior Management Team.

IQ EQ Bermuda Limited is licensed and regulated by the Bermuda Monetary Authority under the Fund Administrator Provider Business Act 2019 and under the Corporate Service Provider Business Act 2012.

Bermuda Monetary Authority
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