

Under European law, the Polar Capital Group (hereafter “Polar Capital”) including its branches within the European union, is required to have written procedures in place for the prompt, fair and consistent handling of complaints received by eligible complainants. Polar Capital adhere to investigating such complaints in a competent, diligent and impartial manner. Polar Capital have adopted this complaints handling policy in the context of managing undertakings for collective investment in transferable securities (“UCITS”) and alternative investment funds (“AIFs”).

If you have cause to complain to Polar Capital about any of our UCITS, managed Investment Trusts or Hedge Funds, please contact Polar Capital Investor Relations:

By telephone: 020 7227 2700

By email: Investor-Relations@polarcapital.co.uk

By post:

Title: Head of Client Services
Address: 16 Palace Street
Westminster
London
SW1E 5JD

Our commitment

Upon receipt of your complaint we will endeavour to fully resolve the complaint within five business days. Where your complaint cannot be resolved within this time period, an acknowledgment letter will be sent to you.

Within four weeks of receipt of your complaint, we will send either a full response or a further holding response.

If your complaint has still not been resolved within eight weeks of receipt, we will send you a letter explaining the reasons for the further delay, along with details of your right to refer the complaint to the relevant financial services ombudsman.

If you are unhappy with the processing of your complaint or with our response, then you can contact the relevant financial services ombudsman in the country of the company’s office, free of charge:

Polar Capital LLP (United Kingdom)
The Financial Ombudsman Service

Exchange Tower
London E14 9SR
Tel: 08000234567
Email: complaint.info@financial-ombudsman.org.uk

Polar Capital (Europe) SAS (France)
Médiateur de l’AMF

Autorité des marchés financiers
17 Place de la Bourse
75082 Paris Cedex 02

Polar Capital (Europe) Spain Branch

Servicio de Reclamaciones de la Comisión Nacional del Mercado de Valores (CNMV)
Calle Edison 4, 28006 Madrid