



EXTERNAL COMPLAINTS DISCLOSURE

FIERA CAPITAL (UK) LIMITED

Fiera Capital (UK) Limited (the “Firm”) operates a formal policy and has written procedures for the effective consideration and proper handling of complaints which applies to all types of clients (as permissible by the Firm’s Scope of Permissions, please refer to FCA Register for full details, Firm Reference Number 172999).

The Firm has a designated Complaints Management Function for the investigation and management of complaints within the Compliance Department which can be contacted at:

E-mail: afranz@fieracapital.com

By Phone: +44 79 2535-6171 or +44 20 7518 2100

By Post: FAO Andreas Franz, Head of Compliance – Europe and Asia, Fiera Capital (UK) Limited, Queensberry House, 3 Old Burlington Street, London W1S 3AE

The Firm will aim to handle all complaints in an independent manner, where possible, by managing any potential conflicts.

Expressions of dissatisfaction, no matter how trivial, about any member of personnel or any aspect of their activities will be reported to the Compliance Department without delay.

HOW TO COMPLAIN

- Provide a clear description of your concern including what and who the complaint relates to.
- What you would like the Firm to do to put things right.
- Your relevant contact details.
- Any other relevant information.

HOW THE FIRM WILL PROCESS YOUR COMPLAINT

- Details of your complaint will be logged and acknowledgement provided to you or your representative promptly.
- The Firm will review your complaint in accordance with the Firm’s Internal Complaints Management Policy, aiming to resolve this as quickly and fairly as possible.
- During the process, you may be contacted for more information, or for any evidence you may have that you wish the Firm to consider.
- The Firm will also aim to keep you updated as to the progress of your complaint.
- In any case, the Firm aims to have a full response within 8 weeks of your first contact.
- If the Firm is able to finalise its investigation into your complaint within 5 business days, the acknowledgement will be included as part of the Firm’s final response to you.
- Should any offer of remedial action or redress be accepted the Firm will comply promptly and will cooperate fully in respect of any settlements or awards agreed and made.
- No charges will be incurred by any of the Firm’s clients in relation to submitting a complaint.
- If you remain dissatisfied with the Firm’s response or the Firm has been unable to respond within 8 weeks you are reminded that you may be able to take civil action in regard to your complaint and you may be able to refer the complaint to an alternative dispute resolution entity, as defined in Article 4(h) of the Alternative Dispute Resolution Directive.

The FCA Consumer Duty

The new FCA Consumer Duty (“the Duty”) strengthens the requirement on the Firm to support you with your complaint, particularly under one of the 4 core outcomes of the Duty: the consumer support outcome. The obligations under the consumer support outcome are to ensure that the Firm in its capacity as a product manufacturer provides you with the support required to meet your needs.