

UTI International is committed to provide our clients with the highest possible standards in service. If for any reason you are not entirely satisfied with our service, products or employees, please let us know. We value your feedback and endeavour to resolve your complaints fairly.

Who to contact:

You can make a complaint through your usual point of contact. Alternatively, you may send in your complaint addressing it to the “Compliance Department” using the information provided below.

For complaints regarding UTI International and its subsidiaries:

Jurisdiction	Address	Contact number	Email
Singapore	UTI International (Singapore) Private Limited 3 Church Street #22-01 Samsung Hub, Singapore 049483	+65 6533 9190	info@utifunds.com
Dubai	UTI International (Singapore) Private Limited – DIFC Branch Office No 19, Level 3, Gate Village 8, DIFC, PO Box 29288, Dubai, UAE	+971 4 3857707	
France	UTI International (France) S.A.S 25 rue du Quatre Septembre 75002 Paris	+33 (0) 1 83 75 62 27	
United Kingdom	UTI International Limited 120 New Cavendish Street London W1W 6XX United Kingdom	+44 20 3371 0303	
United States of America	1 Rockefeller Plaza New York, NY 10020	+1 (212) 375-6927	

For complaints regarding UTI Goldfinch Funds Plc and other funds:

	Investment Manager	Management Company
Address	UTI International (Singapore) Private Limited 3 Church Street #22-01 Samsung Hub, Singapore 049483	Waystone Management Company (IE) Limited 35 Shelbourne Road, Ballsbridge, Dublin 4, Ireland
Email:	info@utifunds.com	complianceeurope@waystone.com
Contact:	+65 6533 9190	

What is the process:

The following process relates to complaints that are submitted to UTI International and/or its subsidiaries.

When we receive your complaint, we will write to you to acknowledge your complaint within 2 business days upon receipt. We will review your complaints and investigate your concerns. We will provide a written interim and/or final response within 20 business days from the date of receipt. Where more time may be required for us to conduct the investigation, you will be notified accordingly.

Our investigation includes, where applicable, retrieval of all correspondences, files and documents related to your case. Where required, relevant parties may be interviewed. Available evidence will be measured against applicable regulatory requirements and/or internal policies and guidelines.

In the event you remain dissatisfied with the outcome of your complaint, you may refer your complaint to the relevant Ombudsman authority of each jurisdiction.

Jurisdiction	Ombudsman authority / Regulator
Singapore	Financial Industry Disputes Resolution Centre Ltd (https://www.fidrec.com.sg/) 36 Robinson Rd, #15-01 City House, Singapore 068877
Dubai	Dubai Financial Services Authority (https://www.dfsa.ae/your-resources/consumer/complaints) DFSA Complaints, PO Box 75850, Dubai, UAE
France	Médiateur de l'AMF Autorité des marchés financiers (https://www.amf-france.org/en/amf-ombudsman) 17 place de la Bourse 75082 PARIS CEDEX 02
United Kingdom	The Financial Ombudsman Service (https://www.financial-ombudsman.org.uk/) Harbour Exchange Square, London, E14 9SR, United Kingdom
United States of America	SEC Ombuds (https://www.sec.gov/ombuds)