

## Complaint Handling Procedure

Dear Client,

TMF Group aims to provide a high standard of services to our clients. If however any time you would like to discuss with us how our services could be improved, or if you are dissatisfied with the services received, you may contact us directly via your contact person locally.

TMF Group will investigate any complaint carefully and promptly, and if the services provided have been less than satisfactory, we will endeavor to do everything possible to put it right.

With regard to a complaint TMF Group, after receiving a complaint, will ensure that a thorough and impartial investigation is carried out within a reasonable time frame.

- You will receive a written acknowledgement within ten business days of receipt of the complaint.
- One month after receipt of the complaint, TMF Group will send you a response. The response will contain:
  - a final response to your complaint; or
  - a response where TMF Group 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.

We are confident we are able to address any concerns to your satisfaction and we would like to thank you for choosing TMF Group as your service provider.



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