

Complaints Handling Procedures

When a complaint is received/identified, River and Mercantile Investments Limited ("RAMIL") must communicate with the complainant clearly, in plain language that is easy to understand and reply to the complaint without undue delay and in any case, before the end of the third business day following the business day on which the complaint was received (so the business day of receipt + 3 business days) (the "Response Date").

Complaints Resolved prior to close of business on the Response Date ¹

Where RAMIL resolves a complaint it shall by close of business on the Response Date apply the following procedure.

- 1) Following investigation by the CMF, communicate in a final response the firm's position on the complaint to the complainant and inform them about any other options available to them, including the following:
 - a. Referring to the fact that the complainant has made a MIFID complaint and inform them that RAMIL considers this complaint resolved (including whether RAMIL accepts the complaint or not and whether any redress will be awarded to the complainant or not); and
 - b. The ability for the complainant to refer their complaint to an alternative dispute resolution entity or that the complainant may be able to take civil action if dissatisfied with the resolution of the complaint.

Complaints Not Resolved by the close of business on the Response Date ²(but where RAMIL has acknowledged the complaint by the Response Date)

- 1) Following receipt of a complaint RAMIL must send the complainant a written acknowledgment by the Response Date providing early reassurance that it has received/identified the complaint and is dealing with it and ensure that the complainant is kept informed thereafter of the progress of the measures being taken for the complaint's resolution.
- 2) Upon resolution of the complaint, RAMIL must communicate in a final response to the complainant, the firm's position on the complaint (including acceptance or non-acceptance of the complaint and if any redress has been awarded) and the complainant's options, including a referral of the complaint to an ADR entity or ability to take civil action if the complainant remains dissatisfied with RAMIL's resolution of the complaint.

¹ DISP1.1A.23R-DISP1.1A.27G

² DISP 1.1A.28R – DISP1.1A.34G