

## **Ashmore Complaints Handling Procedures**

### **Making a complaint to Ashmore**

Anyone wishing to make a complaint about any aspect of the service they have received from Ashmore Investment Management Limited or Ashmore Investment Advisors Limited is asked to make the complaint in writing with full details of their complaint.

Where Ashmore staff members receive a verbal complaint, they will make a written record of the details which will be investigated in the same manner as a written complaint.

### **Once a complaint is received**

All complaints will be passed to the Group Head of Compliance. An acknowledgement of the complaint will be sent on receipt of the complaint letter or details.

### **Resolving a complaint**

All complaints will be handled in accordance with Ashmore's policies and procedures including any specific regulatory requirements.

Ashmore will ensure that the complainant receives regular updates on the progress of the complaint. Ashmore will either resolve the complaint within eight weeks or explain in writing why the complaint has not been resolved.

A complainant who is not satisfied with Ashmore's proposed resolution of the complaint may, in limited circumstances, be entitled to refer it to the Financial Ombudsman Service at South Quay Plaza, 183 Marsh Wall, London E14 9SR, UK. Ashmore will inform complainants of their rights when answering the complaint.

### **Record keeping**

Ashmore Group Compliance maintains a central complaints file.

### **Contact information**

The Group Head of Compliance is Alex Autrey and may be contacted as follows:

Email: [alex.autrey@ashmoregroup.com](mailto:alex.autrey@ashmoregroup.com)

Cc [ComplianceRRM@ashmoregroup.com](mailto:ComplianceRRM@ashmoregroup.com)

Mail: Ashmore Investment Management Limited/ Ashmore Investment Advisors Limited  
61 Aldwych  
London WC2B 4AE  
United Kingdom