

## The Fairstone Complaints procedure

Fairstone Asset Management DAC trading as askpaul and its partner firms within the Fairstone Ireland Group are subject to this procedure.

We aim to provide a 'best-in-class' advisory and support service for our clients, but sometimes there will be issues that occur causing you our client to be dissatisfied with the product or service. We will endeavour to resolve any complaint within a timely manner. There are times that we will agree or partially agree with you and other times we may not, however we will follow the procedure set out below:

Any complaint needs to be sent for the attention of the Fairstone Customer Experience Team, Fairstone, 2nd Floor, Maple House, Lower Kilmacud Road, Stillorgan, Co Dublin. Their email is [complaints@fairstone.ie](mailto:complaints@fairstone.ie).

- We will acknowledge each complaint on paper or on another durable medium within five business days of the complaint being received and;
- provide you with the name of one or more individuals appointed by us to be your point of contact in relation to the complaint until it is resolved or cannot be progressed any further;
- We will provide you with regular updates, on paper or on another durable medium, on the progress of the investigation of the complaint at intervals of not greater than 20 business days, starting from the date on which the complaint was made;
- We must attempt to investigate and resolve a complaint within 40 business days of having received the complaint; where the 40 business days have elapsed and the complaint is not resolved, we must inform you of the anticipated timeframe within which we hope to resolve the complaint and inform you that it can be referred to the relevant Ombudsman, together with their contact details; and
- Within five business days of the completion of our investigation, we must advise you on paper or on another durable medium of:
  - i) the outcome of the investigation.
  - ii) where applicable, the terms of any offer or settlement being made;
  - iii) that the consumer can refer the matter to the relevant Ombudsman, and
  - iv) the contact details of such Ombudsman.

If in the event, you are dissatisfied with the outcome of our investigation, you are entitled to refer the matter to the Financial Services & Pensions Ombudsman, Lincoln House, Lincoln Place, Dublin 2, Lo call 01 5677000 email [info@fspoi.ie](mailto:info@fspoi.ie).