



## **Standard Bank Offshore Group Limited Complaint Handling Procedures**

At Standard Bank we are committed to providing you with the highest standards of service. If you are not entirely satisfied with any aspect of our service then we want to hear from you. Your custom is important to us and your feedback enables us to deal with issues as soon as possible and, where appropriate, take steps to improve our services.

### **Raising a complaint**

The quickest way to provide us with your feedback or to make a complaint is through the following channels.



**In writing** – addressed to your usual Relationship Manager or your personal banking team.



**By telephone** – either using your usual number for contacting us or via the switchboard [+44 \(0\)1624 643 643](tel:+4401624643643) or [0860 033 269](tel:+4401534881188) (Isle of Man) [+ 44 \(0\)1534 881188](tel:+4401534881188) (Jersey) or [+ 230 402 5200](tel:+2304025200) (Mauritius)



**By email** – contact us via your usual e-mail address for your Relationship Manager the email address [IOMClientCare@standardbank.com](mailto:IOMClientCare@standardbank.com) (Standard Bank Isle of Man Limited), [Trust@standardbank.com](mailto:Trust@standardbank.com) (Standard Bank Offshore Trust Company Jersey Limited or Standard Bank Trust Company (Mauritius) Limited) or **email your Relationship** (Standard Bank Jersey Limited).

Your complaint will be acknowledged in writing within **five** working days of its receipt and where possible include a full response. Where we are unable to complete our investigations into your complaint within these timeframes our written acknowledgement will include a date by which we will endeavour to provide you with a full response.

### **How long should it take**

We will always confirm in writing as to when we consider your complaint to be closed. If you are not happy with the way in which we have dealt with your complaint, or if it remains unresolved in Jersey after 3 months or in the Isle of Man after 8 weeks, you may wish to seek the assistance of the ombudsman and/or the relevant regulatory bodies detailed below:

### **Jersey**

If your account is in Jersey or your complaint relates to services provided in or from Jersey, then you can refer to the Channel Islands Financial Ombudsman (Standard Bank Jersey Limited clients only) to determine whether your complaint is eligible to be considered by them via the website <https://www.ci-fo.org/>, or to the Jersey Financial Services Commission via the website or [www.jerseyfsc.org](http://www.jerseyfsc.org), respectively, or contact them at the following address:

Standard Bank Isle of Man Limited is licensed by the Isle of Man Financial Services Authority. Standard Bank House, One Circular Road, Douglas, Isle of Man, IM1 1SB. Registered in the Isle of Man No.4713C. Standard Bank Jersey Limited is regulated by the Jersey Financial Services Commission. Registered in Jersey No 12999. Standard Bank Offshore Trust Company Jersey Limited is regulated by the Jersey Financial Services Commission. Registered in Jersey No 9153. Standard Bank Trust Company (Mauritius) Limited is regulated by the Financial Services Commission, Mauritius, to provide corporate and trust services and does not fall under the regulatory and supervisory purview of the Bank of Mauritius. Business registration number: C06021609. Level 9, Tower B, 1 Exchange Square, Wall Street, Ebene, 72201 Mauritius. Standard Bank Offshore Group Limited registered office is at Standard Bank House, 47-49 La Motte Street, St Helier, Jersey JE2 4SZ. Registered in Jersey No 43694. Standard Bank Offshore Group Limited is a wholly owned subsidiary of Standard Bank Group.

Telephone calls may be recorded. Please refer to the Standard Bank Offshore Group Client Privacy Statement available from: <https://international.standardbank.com/>

Channel Islands Financial Ombudsman  
PO Box 114  
Jersey, JE4 9QG  
Channel Islands  
Telephone +44 (0)1534 748610  
Email: [enquiries@ci-fo.org](mailto:enquiries@ci-fo.org)

You must contact the Channel Islands Financial Ombudsman about your complaint within 6 months of the date of the final letter or the Ombudsman may not be able to review your complaint. You must also contact the Ombudsman within 6 years of the event complained about or (if later) 2 years of when you could reasonably have been expected to become aware that you had a reason to complain.

### **Isle of Man**

Provided your account is not a corporate account and if it is in the Isle of Man or the complaint relates to services provided in or from the Isle of Man you can refer to the Financial Services Ombudsman Scheme to determine whether your complaint is eligible to be considered by them, or to the Isle of Man Financial Services Authority via the websites [www.gov.im/oft/ombudsman/](http://www.gov.im/oft/ombudsman/) or [www.iomfsa.im/](http://www.iomfsa.im/), respectively, or contact them at the following address:

The Financial Services Ombudsman Scheme  
Isle of Man Office of Fair Trading  
Thie Slieau Whallian  
Foxdale Road  
St John's  
Isle of Man, IM4 3AS  
Tel: +44(0) 1624 686500  
E-mail: [ombudsman@iomoft.gov.im](mailto:ombudsman@iomoft.gov.im)

You must bring a complaint to the Isle of Man Financial Ombudsman Scheme within 6 years of the act or omission which led to your complaint and within 2 years of when it should have come to your notice if you weren't aware of it immediately.

### **Mauritius**

If your account is sited in Mauritius you can refer to the Financial Services Commission Mauritius via the website [www.fscmauritius.org/en](http://www.fscmauritius.org/en) or contact them at:-

Financial Services Commission  
FSC House  
54 Cybercity Ebene,  
Mauritius  
Tel: (+230) 403 7000  
Email: [fscmauritius@intnet.mu](mailto:fscmauritius@intnet.mu)

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