



Sberbank CIB (UK) Limited & SIB (Cyprus) Limited, London Branch

85 Fleet Street, 4th Floor, London

EC4Y 1AE, United Kingdom

Phone +44 0 207 583 3257 Fax +44 0 207 822 0779

Sberbank CIB (UK) Limited

Complaints Handling Policy and Procedure

October 2017

Customer Complaints Policy and Procedure

In fulfilling its obligations as an investment firm licensed by the FCA to provide investment services, Sberbank CIB (UK) Limited (“CIB UK”) applies all relevant regulatory demands from the FCA handbook and Mifid II legislation regarding complaints handling procedures. CIB UK’s complaints Handling Policy as may be amended from time to time and is endorsed by its senior management and the Board of Directors.

When a complaint is filed by a client (“complainant”), CIB UK performs the following actions:

- Acknowledges receipt of the complaint;
- Gathers and investigates all relevant evidence and information regarding the complaint;
- Provides a response, in plain language, in a timely manner as detailed below;
- Informs the complainant, in case of any delays in providing response, about the reason of such delay and indicates expected timeline for response;
- When providing a final decision, notifies in writing the complainant using a thorough explanation of its position on the complaint and setting out the complainant’s option to maintain the complaint e.g. through the regulator, the Financial Ombudsman, alternative dispute resolution mechanism or the relevant courts as detailed below; and
- Records, in an internal register as quickly as possible and in an appropriate manner, complaints received and measures taken to resolve them.

How to lodge a complaint

Any client of CIB UK can lodge a complaint free of charge by submitting a query to his/her regular contact or to the Anti-Money Laundering and Chief Compliance Officer, Mr. Richard Snookes, either by

Email: Compliance_UK@sberbank-cib.ru

Tel: +44 (0) 207 583 3257

Or by mail:

Sberbank CIB (UK) Limited

4th floor, 85 Fleet Street London, EC4Y 1AE, UK

Complaints handling procedure

- Receipt of the complaint will be acknowledged in writing within a maximum of five working days. The acknowledgement will include the name and position of the person who will investigate the complaint.
- All complaints should be resolved within two months of receipt of the complaint. However, if a resolution is impossible within this timeframe, a letter will be sent to the complainant two months after the receipt of the formal complaint outlining why a resolution has not yet been possible and including/setting out the procedure envisaged to be followed including any rights of referral to the Financial Ombudsman or other alternative dispute resolution mechanism or the relevant courts.
- If the client is not satisfied with the response to his/her complaint, the Anti-Money Laundering and Chief Compliance Officer will inform the client of the ultimate position of the Company and other available options to maintain the complaint (including alternative dispute resolution mechanisms and civil action).
- Once the investigation is completed, a written response will be issued to the complainant. The response will clearly explain the outcome of the investigation and the reasons for the conclusions reached. Where the response letter is issued before the expiry of the two month period, the letter should advise the complainant that they may be entitled to refer their complaint to the Financial Ombudsman or other alternative dispute resolution mechanism or the relevant courts if they are not satisfied with the outcome of the investigation.

Options available to a complainant in case of dissatisfaction with CIB UK's response to a complaint

Where a complainant is not satisfied with the response/solution provided by CIB UK, he/she can maintain the complaint e.g. through the FCA, the Financial Ombudsman when operational, alternative dispute resolution mechanism or the relevant courts.

Recording of complaints

CIB UK keeps records of all complaints received and measures taken to resolve them, and retains those records for at least five years and in line with CIB UK's internal procedures and local legal requirements.