



Complaints

RBC Capital Markets aims to continually deliver the highest standard of service to you and we treat any expression of dissatisfaction very seriously.

Should you wish to make a complaint we will treat you fairly and are committed to investigating all complaints diligently and impartially. Further, we shall seek to resolve any complaints received as soon as possible.

Making a complaint

You may complain to us in any medium, including in person, by telephone, in writing, or by email. Any complaints are made free of charge.

Who do I complain to?

Complaints may be addressed to your usual Relationship Manager who will be able to escalate your complaint as appropriate. Alternatively, should you wish to submit a complaint in a different manner please use the following contact details:

UK

Jeremy Thomas
Head of Capital Markets Compliance
RBC Capital Markets
Riverbank House
2 Swan Lane
London
EC4R 3AF

Tel: 0207 653 4351

Email: cmukcomplaints@rbccm.com

Germany

Dexter Ruthven-Murray
Head of Functions
RBC Capital Markets (Europe) GmbH
Taunusanlage 17
60325 Frankfurt am Main
Deutschland

Tel: +49 (0)69 50 50 80 200

Email: Dexter.Ruthven-Murray@rbbcm.com

Our complaints handling procedure

RBCCM maintain and operate an internal complaints handling procedure. Please contact us if you would like further details regarding these procedures, which in relation to UK complaints, reflect the requirements of the FCA's Dispute Resolution Sourcebook ("DISP").

UK Financial Ombudsman Service

If you are an Eligible Complainant (as defined by the FCA), you may fall under the jurisdiction of the Financial Ombudsman Service. For more information on the Financial Ombudsman Service, please visit their website [here](http://www.financial-ombudsman.org.uk). Additionally, they can be contacted via the details below:

The Financial Ombudsman Service

Exchange Tower, London E14 9SR
Tel: 0800 023 4567 or 0300 123 9 123

Fax: +44 (0) 20 7964 1001

Website: www.financial-ombudsman.org.uk

Email: complaint.info@financial-ombudsman.org.uk