

A guide to handling your complaint

Private Clients



We are committed to providing a high standard of service to all of our clients. However, we do recognise that on occasion problems may arise and we may fall short of the service levels to which we aspire.

The following leaflet explains what you need to do if you are dissatisfied with any aspect of our products or services and you wish to make a complaint.

We welcome your feedback, as it helps us improve our products and services for our clients.

How to make a complaint

You can contact us in person, in writing, by email or by telephone.

You can contact your Relationship Manager in person or via their direct contact details. Alternatively, you can contact us directly in writing, by telephone or via our website.

208, Ceejay House
Shivsagar Estate
Dr. Annie Besant Road
Worli
Mumbai 400018
Telephone: +91-22-6719 6000

[barclays.in/BWTIPL](https://www.barclays.in/BWTIPL)

Complaints made by email

If you have a complaint, about any aspect of our service then you can e-mail us at:
BWTIPL.concerns@barclays.com.

If you send us a complaint by email, we will normally respond to you in writing but we may also choose to respond by return email or by telephone.

Information you need to provide

To help us investigate and resolve your complaint as quickly as possible, please provide the following information:

- your name and address
- account details
- a clear description of your concern or complaint
- details of what you would like us to do to resolve the complaint
- copies of any relevant documents/information
- a daytime telephone number where we can contact you
- any times you would prefer us to contact you

How we will handle your complaint

We will try to resolve your complaint as quickly as possible. The first step is for us to be clear about the nature of your complaint, and to identify what we can do to resolve the issue. The more information you can provide us, the better.

We will confirm who will handle your complaint and give you details of how to contact them. Please note, this may not be the person to whom you originally made your complaint. We will also provide you with a unique reference number.

We will aim to resolve your complaint within four weeks of the date of receipt. However, if we are unable to finalise our investigations within this time frame we will send you a written update after four weeks to let you know when we expect to be able to reply. If we have been unable to complete our investigations within eight weeks, we will write to you again to explain why there is a delay. When we have finished our investigations into your complaint we will be in touch to provide you with a full response to your complaint.

For any grievances related to insurance products, we shall take adequate steps for redressal within 14 days of receipt.

If you are still not satisfied...

We aim to resolve all complaints as quickly as possible and to your complete satisfaction. If you are not satisfied with our response or the handling of your complaint, please let us know and we will work with you to agree an appropriate way forward.

If you are still not satisfied, you have the option to refer your complaint to the Head of Trust & Fiduciary Services, India at:

208, Ceejay House Shivsagar Estate
Dr. Annie Besant Road Worli
Mumbai 400018

Telephone: +91-22-6719 6000

Alternatively you have the option to refer your complaint to the Managing Director, Global Client Experience within Barclays who can be contacted using the details below:

Managing Director
Global Client Experience
1 Churchill Place
Canary Wharf
London
E14 5HP

Barclays offers wealth and investment products and services to its clients through Barclays Bank PLC registered in England and operates in India through its subsidiaries including Barclays Wealth Trustees (India) Private Limited (BWTIPL).

BWTIPL is a company incorporated under the Companies Act, 1956 having CIN U93000MH2008PTC188438. BWTIPL is a Corporate Agent (Composite) of (i) HDFC Standard Life Insurance Company Limited and (ii) ICICI Lombard General Insurance Company Limited, under IRDA Registration Code CA0078. The registered office of BWTIPL is at 208, Ceejay House, Shivsagar Estate, Dr. A. Beasant Road, Worli, Mumbai – 400 018, India. Telephone No: +91 22 67196363. Fax number: +91 22 67196399. Email Address for corporate agency (insurance) matters: xrwealthindiainsura@barclayscapital.com, Email Address for other matters: wealthindiatrust@barclays.com

Grievance Officer contact details: Name: Ms. Poonam Mirchandani, Contact number: +91 022 6719 6359, E-mail: BWTIPL.concerns@barclays.com Website: www.barclays.in/BWTIPL

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