

TOSCA DEBT CAPITAL LLP

CUSTOMER COMPLAINTS POLICY

How and where to raise your concern

If you're not satisfied with any aspect of our service you can tell us about your concerns in the following ways:

By telephone:

In the first instance, we would always prefer to hear from you by telephone on +44 0161 672 4750. This will allow you to have a discussion with our Chief Compliance Officer who will listen to your concerns, consider the issues raised, discuss your options and attempt to resolve your concern at first contact.

It is not always possible to resolve your concern at the first point of contact, in these instances we take full details of any issues raised and arrange for your concern to be investigated and a response to be issued in writing.

In writing to:

TOSCA DEBT CAPITAL LLP

ATTN: CHIEF COMPLIANCE OFFICER

26 CROSS STREET

MANCHESTER M2 7AQ

Our aim is to resolve your concern at first contact. We will do our best to at least contact you to discuss your concerns in the first three days after we have received your complaint. If we have been unable to reach a resolution in this three day window we will write to you to:

- Explain why we have not managed to resolve your concern
- Tell you who is dealing with your concern and how to contact them
- Obtain further information to help us resolve any issues

Once an acknowledgement has been issued we will aim to resolve your complaint within four weeks from receipt. In the exceptional circumstances where the issues raised are particularly complex, matters may take longer to resolve.

Our final response once issued will explain the outcome of our investigation and make you aware of the availability of the Financial Ombudsman Service and will include their explanatory leaflet.

8 weeks

In the unlikely event we cannot resolve your complaint by the end of 8 weeks we will send you a letter giving reasons for the delay in resolving your concerns. This letter will give you an indication of when we expect to reach a conclusion and send a 'final response' letter that will explain our final position. This letter will also make you aware at this stage of the availability of the Financial Ombudsman Service and will include their explanatory leaflet.

What happens if we cannot reach agreement?

If we cannot reach agreement once we have issued you with our final response or where we have not resolved your concern within 8 weeks, you will have six months from the date of our final response letter to request the Financial Ombudsman Service review your case.

The Financial Ombudsman Service

The Financial Ombudsman acts independently of Tosca Debt Capital LLP and provides a service as an unbiased adjudicator. The Ombudsman works under its Terms of Reference, which allow it to deal with complaints about most types of investment business from most retail customers. Please bear in mind that the Ombudsman cannot deal with a complaint until you have received a final response letter from us.

The Financial Ombudsman address is:

Investment Division
Financial Ombudsman Service
Exchange Tower
Harbour Exchange
London
E14 9SR
United Kingdom

Telephone: 0800 023 4567

E-mail: enquiries@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk