AKO Complaints handling Procedure

AKO takes all complaints seriously and is committed to the following actions upon receipt of a complaint.

Any complaint received concerning our investment business activities, whether verbally or in writing, must be notified to the Compliance Officer ("CO").

The CO's details are:

Name: Fergus Lee
Compliance Officer
Address: AKO Capital LLP
2nd Floor, 1 Newman Street, London, W1T 1PB
Email: Compliance@AKOCapital.com
Tel: +44(2)20 7070 2400

Within 24 hours, the CO will provide a written acknowledgement of the complaint to the complainant. This will provide the details and contacts details of the CO as the point person for the complaint.

The CO will inquire into the facts surrounding any complaint and attempt to resolve it without delay.

The CO will revert to the complainant with a response to the complaint. If this is within 24 hours then the written acknowledgement step above is not required.

Where there is an expectation that an immediate response to the complaint is not possible, the complainant must be kept informed of progress of the complaint.

After one month the CO will send either:

- A final response explaining the decision and, in cases where the complainant is an "eligible complainant" (see definition above), a copy of the Financial Ombudsman Service's explanatory leaflet; or

- A holding response explaining reason why not yet in a position to issue a final response and, in cases where the complainant is an "eligible complainant" (see definition above), a copy of the Financial Ombudsman Service's explanatory leaflet.

If after two months the complaint is still not resolved, the CO will send another holding response explaining why not yet in a position to issue a final response and, in cases where the complainant is an "eligible complainant" (see definition above), a further copy of the Financial Ombudsman Service's explanatory leaflet.

The final response must be issued as soon as possible after the investigation into the complaint is concluded.

In the cases of eligible complainants, if they are unhappy with the delays, or are unhappy with the final response, they may be eligible to refer their complaint to the Financial Ombudsman Service. This must be done within six months of the date of the final response.

The Financial Ombudsman Service details are:

The Financial Ombudsman Service
www.financial-ombudsman.org.uk
Tel: 0300 123 9 123

Where remedial action is considered necessary the CO will ensure such action is carried out promptly.

The CO will maintain a file of all complaints received and subsequent correspondence. Where the complaint concerns the CO it will be dealt with by the CFO.