

Our Commitment to Service

How we will
handle your
complaint



FRANKLIN TEMPLETON
INVESTMENTS

At Franklin Templeton Investments, we always aim to provide our clients with the highest possible standards of care and service. Your comments are important to us, and if you believe that we have failed to meet your expectations in any way, we would be happy to hear from you and will endeavour to investigate your complaint in detail.

WHO YOU SHOULD CONTACT IF YOU HAVE A COMPLAINT

We have a Client Dealer Services team which is dedicated to maintaining our high level of service to all our customers. Should you wish to raise any query or complaint, please contact:

Client Dealer Services
Franklin Templeton Investments
Cannon Place, 78 Cannon Street
London EC4N 6HL

UK Freephone: 0800 305 306

Outside the UK: +44 (0)207 073 8690

Email: enquiries@franklintempleton.co.uk

Website: www.franklintempleton.co.uk

Your complaint will be investigated by employees who are not directly involved.

Franklin Templeton Fund Management Limited and Franklin Templeton Investment Management Limited are regulated by the Financial Conduct Authority, and we shall respond to your complaint in line with current regulations.

COMPLAINTS HANDLING TIMELINE

Within three business days after the day of receipt

- We shall acknowledge your complaint.

Within four weeks

- We will conduct a comprehensive investigation.
- We will endeavour to provide a full response to your complaint. If we are unable to provide a full response and need more time for our investigation, we will write to you and let you know when to expect a response.

By the end of eight weeks

- We shall either provide you with a full response in writing, or explain the reasons for any delay.



WHAT NEXT?

If we find that we have failed to meet the standards of service which you are entitled to expect, it is our policy to provide you with fair and appropriate redress.

We shall strive to resolve your complaint as quickly and amicably as possible. However, if after eight weeks, you remain unhappy with the progress of your complaint, or the substance of our reply, then you may refer your complaint to the Financial Ombudsman Service (“FOS”) within six months of our final response.

The FOS is an independent service for consumers who are unable to resolve their complaint with the financial firm itself. The FOS will try to help in reaching a friendly resolution, but it can go on to carry out a formal investigation and make a final binding decision. The service is free and you don't need a solicitor to present your case.

However, you must have put your complaint to us first before the FOS can get involved, and you must have given us 8 weeks to resolve the matter to your satisfaction. You can find out more about the FOS from:

Financial Ombudsman Service

Exchange Tower

London E14 9SR

Telephone: 0800 023 4567 (UK) or +44 20 7964 0500 (outside UK)

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

Website: www.financial-ombudsman.org.uk

The FOS helplines are open from 8am to 8pm Monday to Friday and 9am to 1pm on Saturday.



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fax +44 (0)20 7073 8701
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www www.franklintempleton.co.uk

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Registered office: Cannon Place, 78 Cannon Street, London EC4N 6HL

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