

Complaints Policy & Procedures

Group Policy

What is a Complaint?

A complaint is any oral or written expression of dissatisfaction, whether justified or not, from, or on behalf of, a person about the provision of, or failure to provide, a financial service or a redress determination, which alleges that the complainant has suffered (or may suffer) financial loss, material distress or material inconvenience. A complaint can be made by a potential, actual or former clients, regardless of whether they are categorised as a retail, professional or eligible counterparty. This can be communicated by any reasonable means (e.g. by letter, telephone, e-mail, social media or in person). It is noted that all complaints should be able to be submitted free of charge.

What is a MiFID Complaint?

A MiFID Complaint is, amongst other things, a complaint to which article 26 of the MiFID Org Regulation applies, and so refers to a complaint about:

- The provision of investment services or ancillary services to a client by an investment firm;
- The provision of one or more investment services to a client by a CRD credit institution;
- Selling structured deposits to clients, or advising clients on them, where the sale or advice is provided by an investment firm or a CRD credit institution;
- The activities permitted by article 6(3) of the UCITS Directive when carried on by a collective portfolio management investment firm; and
- The activities permitted by article 6(4) of the AIFMD when carried on by a collective portfolio management investment firm.

A MiFID Complaint is also a complaint about the equivalent business of a third country investment firm, though requirements apply to complaints from retail clients and elective professional clients only.

A non-MiFID Complaint is one which would fall outside the above and includes, inter alia:

- Complaints from Unit Holders/Eligible Complainants regarding collective portfolio management services in respect of a UCITS scheme carried out by a UK management company or an EEA UCITS scheme provided under the freedom to provide cross border services;
- Complaints from Unit Holders regarding collective portfolio management services carried out by a Branch of a UK management company in respect of an EEA UCITS Scheme;
- Complaints from Unit Holders/Eligible Complainants regarding collective portfolio management services in respect of an EEA UCITS scheme carried out by a branch of an UCITS management company;
- Complaints regarding an incoming EEA AIFM, for complaints regarding AIFM management functions carried out for an Authorised AIF or an UK ELTIF under the freedom to provide cross border services; and
- Complaints regarding a full-scope AIFM, small Authorised AIFM or an incoming AIFM, for complaints concerning AIFM management functions carried out for an AIF that is a body corporate (unless it is a collective investment scheme).

How to complain?

In the first instance please contact Heptagon Capital at the address below:

Name: Robert Rosenberg
Contact Address: 63 Brook Street, Mayfair, London W1K 4HS
Contact Email: robert.rosenberg@heptagon-capital.com
Contact Phone: +44 20 7070 1808

Should you be unhappy with the resolution of your complaint you may contact the Financial Ombudsman Service (in the UK) or Office of the Arbiter for Financial Services (in Malta) who can be contacted at the following address:

The Financial Ombudsman Service
The Financial Ombudsman Service, Exchange Tower, London. E14 9SR.
complaint.info@financial-ombudsman.org.uk
Telephone: +44 20 7964 1000
<http://www.financial-ombudsman.org.uk/>

Or

Office of the Arbiter for Financial Services
First Floor, St Calcedonius Square, Floriana FRN1530, Malta
complaint.info@financialarbiter.org.mt
Telephone: +356 21249245
<https://financialarbiter.org.mt>

The Firm will aim to handle MiFID complaints in an independent manner, where possible, by managing any potential conflicts and ensuring that individuals named in the complaint do not investigate the complaint, or where this is not possible, that four eyes checks take place prior to issuing the final response. Such checks may be carried out internally or via third party (compliance) consultants/legal advisors.

Once a MiFID-eligible complainant complaint has been received by the Firm, the Firm must:

1. Send the complainant a prompt written acknowledgement providing early reassurance that the Firm has received the MiFID complaint and are dealing with it, including a copy of the complaints procedure (see separate document);
2. Ensure the complainant is kept informed thereafter of the progress of the measures being taken for the MiFID complaint's resolution; and
3. Record the complaint in the complaints register, including but not exclusively, record keeping of each stage of the process, any potential conflicts of interest that arose during the complaints process, who dealt with the complaint, location of evidence used to assess the complaint, whether the complainant is an eligible complainant, whether the complaint is upheld, what remedial action/redress is required (if appropriate) and confirmation the remedial action/redress has been complied with.