



Referring Complaints to the Ombudsman Service

Effective date: January 2023

Information Classification: Public

© 2023 Pershing Limited, a subsidiary of The Bank of New York Mellon Corporation (BNY Mellon). Authorised and regulated by the Financial Conduct Authority, No. 124415. Pershing (Channel Islands) Limited is regulated by the Jersey Financial Services Commission. Pershing Securities International Limited is regulated by the Central Bank of Ireland. For professional use only. Not intended for use by the general public. Pershing does not provide investment advice. Trademark(s) belong to their respective owners. The information contained herein, including any attachments, is proprietary to Pershing. It may not be reproduced, retransmitted or redistributed in any manner without the express written consent of Pershing.

Such information is not intended to provide legal, tax, accounting, investment, financial or other professional advice on any matter. Pershing will not be responsible for updating any information contained herein and such information is subject to change without notice.

If, following a complaint against Pershing, you are not satisfied with our response, you may be entitled to refer your complaint to either the Financial Ombudsman Service or The Pensions Ombudsman.

Our final response letter to you in respect of your complaint will include details of which Ombudsmen Service you have the right to refer your complaint to.

- Financial Ombudsman Service, Exchange Tower, London E14 9SR
www.financialombudsman.org.uk
- The Pensions Ombudsman, 10 South Colonnade, Canary Wharf, London E14 4PU
www.pensions-ombudsman.org.uk
- Financial Services and Pensions Ombudsman, Lincoln House, Lincoln Place, Dublin 2, D02 VH29 www.fspo.ie/
- Channel Islands Financial Ombudsman, PO Box 114, Jersey, JE4 9QG
<https://www.gov.je/StayingSafe/ConsumerProtection/FinancialServicesOmbudsman/Pages/ComplaintFinancialService.aspx>