

Umbra Capital Partners LLP  
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umbracapital.com



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## Complaints Policy

If you would like to make a complaint about an Umbra product and/or service, please contact us via one of the ways below to help us resolve your complaint.

### **How to contact us**

You may contact us by Phone, Email or Post.

#### **Phone**

+44 (0) 207 460 1030

#### **Email**

complaints@umbracapital.com

#### **Address**

10 Lower James Street  
London  
W1F 9EL  
United Kingdom

### **What happens next?**

We will aim to acknowledge your complaint within seven business days from the date we have received your complaint.

We will aim to resolve your complaint as quickly as possible and in line with the regulatory time limit of 56 days.

A final response letter will tell you whether or not we have upheld your complaint, the details of any redress we propose to offer you and the reasoning behind our decision.

If you are unhappy with our final response, or if we have been unable to provide you with one within the regulatory time limit as stated above, you may seek the assistance of the Financial Ombudsman Service (FOS), who will independently review your case for free.

### **Contact details for the UK Ombudsman are:**

The Financial Ombudsman Service  
Exchange Tower  
London E14 9SR  
United Kingdom  
Tel: +44 207 964 1000



Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Referrals to the Ombudsman must be done within six months of us sending you our final response regarding your complaint.