

# Complaints Process

## for Non-Regulated Complaints

### Complaints Procedure

- The following procedure applies to complaints about any aspect of Mercer service and is intended for members of the various pension arrangements that we provide administration services for and their advisers or relatives.

### How you can make a complaint

- If you are dissatisfied with the service you have received you can contact us by any of the following means:
  - By telephone by ringing the Contact Us helpline on 0345 604 4568
  - By fax to 01243 776228
  - By email to the Mercer Contact Us helpline: mercercontactus@mercer.com
  - By letter addressing your complaint to: The Customer Service Improvement team, Mercer Ltd, Westgate House, 52 Westgate, Chichester, West Sussex, PO19 3HF

### How we will handle your complaint

- It is our intention to handle complaints as quickly as possible and above all to treat the customer fairly. We will acknowledge receipt of your complaint within 5 working days.
- Your Case will be passed to the Administration Team for review. They will contact you with our findings. The timing of our full response will depend upon the nature of the complaint and if the case is still ongoing.
- Our final response to you will state whether we accept or reject your complaint. If we accept the complaint being made we will state where we believe an issue has occurred and suggest how we will resolve this matter for you. Where appropriate we will provide detail on exactly what did or should have occurred in our explanation. If your complaint is rejected we will also provide you with details of how to escalate your complaint further. Invariably for most complaint cases this will be to refer your complaint to the Trustee board via the pension arrangement's Internal Dispute Resolution Process that your employer (or former employer) has in place.
- In addition we will also provide you with details of the Pensions Ombudsman and Pensions Advisory Service who you can ultimately refer your complaint to should you not be satisfied with the response from both Mercer and the Trustee board.
- It should be noted that some complaints will be referred to our legal section due to the nature of the complaint; these complaints will be managed by Mercer's specialist legal team. This will apply for example to any data protection complaint cases
- Our aim is to amicably resolve disputes and work together with you to reach a resolution.

