



COMPLAINTS

The following complaints handling summary relates to how Vantage Infrastructure (UK) Limited (“Vantage”) will approach a MiFID complaint. A “MiFID complaint” is defined by the FCA and relates to the Firm’s MiFID business which for Vantage is the provision of investment services, and where relevant, ancillary services. A

complainant for the purposes of the Firm’s MiFID business includes a “client”, also defined in MiFID, which includes professional clients.

You should contact us if there is any aspect of the provision of investment services provided by Vantage that you are not satisfied with.

Please write to:

The Compliance Officer
Vantage Infrastructure (UK) Limited
18th Floor, Tower 42,
25 Old Broad Street,
London, EC2N 1HQ

We take every MiFID complaint seriously and your complaint will be handled in accordance with the relevant FCA rules. Vantage has a written complaints handling policy, a copy of which is available from the firm’s Compliance department upon request.