ZENNOR
ASSET MANAGEMENT

ZENNOR COMPLAINTS POLICY

January 2026

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Zennor aims to treat all its clients fairly and consistently.

This summary sets out:

- the steps we follow to identify a potential client complaint.
- the firm's operational process for dealing, recording and resolving that complaint.

Identifying a Complaint

A complaint is defined as any oral or written expression of dissatisfaction from, or on behalf of, a person about the provision of, or failure to provide, a financial service, which alleges that the complainant has suffered (or may suffer) financial loss, material distress or material inconvenience.

Contacting Us

If you have any complaints or queries about the services provided, you can contact us:

- by e-mail on contact@zennor-am.com
- by telephone on +44 20 7046 8520
- by letter to Zennor Asset Management LLP, The Gaumont, Level 2A, 204 King's Road, SW3 5XP

Dealing with your Complaint

We aim to resolve your complaint promptly, impartially and thoroughly and provide you with a full response in writing (letter/e-mail) at the earliest opportunity, usually within 3 business days of receipt. When we have reached our final conclusions we will inform you in writing of our assessment, the decision we have reached and any offer of redress or remedial action we believe is appropriate.

Where we are unable to resolve your complaint to your satisfaction by the end of the third business day, we will send you a written acknowledgement of the complaint and contact details of who you can contact to discuss it.

We will endeavour to resolve your complaint as soon as possible, though more complex cases can take longer to resolve, if we are unable to resolve your complaint within 8 weeks, we will write to you explaining why we have not been able to resolve your complaint, when we expect to do so and detail the next steps.

Further Steps

If you are not happy with how we have handled any complaint:

- you may wish to contact an alternative dispute resolution provider.
- you may also be eligible to submit a complaint to the UK Financial Ombudsman Service via their website at www.financial-ombudsman.org.uk or by calling 0300 123 9 123 or 0800 023 4567.

The Financial Ombudsman Service was set up by law to settle disputes between financial firms and their clients. They are completely independent and will not charge you for making a complaint.

If you are not satisfied with the outcome of your complaint, they will review your case and make a balanced and fair decision, provided you have given Zennor eight weeks to resolve your complaint.

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