

If you are still not satisfied...

We aim to resolve all complaints as quickly as possible and to the complete satisfaction of our clients. If, for whatever reason, you are not satisfied with our response or the handling of your complaint, you should contact the person or department who handled it. They will agree with you an appropriate way forward.

If you are still not happy, you may seek a review by the Financial Ombudsman Service. The Financial Services Authority (FSA) has established the Financial Ombudsman Service to review independently, any eligible complaints made by personal clients, small business clients or charities with a turnover under £1 million per annum, which we are unable to resolve satisfactorily.

We will confirm your eligibility to refer your complaint to the Financial Ombudsman Service, and provide you with the relevant contact details. Alternatively, you can obtain a copy of the Financial Ombudsman Service explanatory leaflet from any member of staff or contact the Financial Ombudsman Service directly at:

The Financial Ombudsman Service

South Quay Plaza
183 Marsh Wall
London
E14 9SR

Telephone:

0845 080 1800

Email:

complaint.info@financial-ombudsman.org.uk

Website:

www.financial-ombudsman.org.uk

This item can be provided in Braille, large print or audio by calling 0800 400 100* (via TextDirect if appropriate). If outside the UK please call: +44(0)1624 684 444**.

*Lines are open 8am to 8pm UK time Monday to Friday and 9am to 5pm UK time Saturday and UK bank holidays. Calls to 0800 numbers are free if made from a UK landline.

**Lines are open 8am to 6pm UK time Monday to Friday excluding UK bank holidays.

Call costs may vary – please check with your telecoms provider. Calls may be recorded so that we can monitor the quality of our service and for security purposes.

Barclays Wealth is the wealth management division of Barclays and operates through Barclays Bank PLC and its subsidiaries.

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BARCLAYS WEALTH ESTATES & TRUSTS

A guide to handling
your complaint

We are committed to providing a high standard of service to all of our clients. However, we do recognise that on occasion problems may arise and we may fall short of the service levels to which we aspire.

The following leaflet explains what you need to do if you are in any way dissatisfied with our service and wish to make a complaint.

We welcome comments on our service. Not only do they help us to improve our service to you, but they can also assist in enhancing our products and services in general, making life easier for all our clients.

How to make a complaint

If you have a complaint about any aspect of our service then we would like to hear from you. You can contact us in person, in writing, by email or by telephone.

To make a complaint, please contact your usual Executive or Manager, or if you feel it is more appropriate, the Associate Director's office at:

Barclays Wealth Estates & Trusts
Osborne Court
Gadbrook Park
Northwich
Cheshire
CW9 7UE

Telephone: +44 (0)1606 313 141

www.barclayswealth.com

Complaints made by email

Our website contains an email link to enable you to advise us electronically of any issues you might wish to raise. You simply need to go to 'contact us' and click on 'help us improve'.

If you send us a complaint by email this will be passed on to the relevant business area for investigation. They will respond to you by return email, telephone or, when it is necessary to ensure privacy or to enclose copies of other documents, by post.

Information you need to provide

To help us investigate and resolve your complaint as quickly as possible, please provide the following information:

- your name and address
- any client reference number
- a clear description of your concern or complaint
- details of what you would like us to do to resolve the complaint
- copies of any relevant documents/information
- a daytime telephone number where we can contact you
- any times you would prefer us to contact you

How we will handle your complaint

We will try to resolve your complaint as quickly as possible. The first step is for us to be clear about the nature of your complaint, and to identify with you what we can do to resolve the issue. The more information you can give us, the better.

If we are unable to resolve your complaint by the following working day, and if we have not already contacted you to agree a proposal for resolving it, we will:

- send an acknowledgement of your complaint in writing within two working days of receipt
- confirm who will handle your complaint, and how you can contact them (on occasion, to ensure that the most appropriate person reviews your complaint, this may not be the person to whom you complained initially)
- provide you with a unique case reference code

If your complaint is particularly complex in nature, we will seek to keep you informed of the progress we are making as our investigations continue. We will aim to resolve your complaint within a maximum of four weeks. However, if we are unable to do so, we will send you a written update at that time. If we have been unable to resolve your complaint within eight weeks, we will write to you again to explain why. We will also let you know when we expect to resolve your complaint.

When we have resolved your complaint, we will give you details of any actions we are proposing, or have taken.