

Complaints Statement

July 2023

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At Western Asset Management Company Limited ("WAMCL"), our priority is to deliver a high level of service to our clients.

We value our relationship with you. WAMCL recognises there may be times where you become dissatisfied for any reason with our services. It is important for us to know when you have a problem so that we can work to resolve it as soon as possible.

First step would be to bring your concern to the attention of your Client Service Executive or other established point of contact within WAMCL immediately. Alternatively, you may wish to raise your concern directly with WAMCL's Consumer Duty Champion, in line with the Consumer Duty regulation. Your Client Service Executive will arrange for you to do so.

You can contact us either verbally or in writing. We treat all complaints seriously and are committed to investigate and seek to resolve any issues promptly, efficiently and fairly.

The United Kingdom Financial Ombudsman Service

As a Firm regulated and authorised by the Financial Conduct Authority ("FCA"), we aim to resolve internally any problem that you raise with us. However, you may also have recourse to the UK Financial Ombudsman Service ("FOS"), a free impartial service. If your complaint is outstanding after eight weeks then we shall write to let you know that even though we have been unable to resolve the matter, you are entitled to contact the FOS without further delay. Also, if you are advised that we have decided the matter, but you are not satisfied with our final response, you can contact the FOS within six months from the date of our final response.

Phone: 0800 023 4567 (within UK only) **or** +44 20 7964 0500 (from abroad)

Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

Disclosure

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