

COMPLAINTS HANDLING PROCESS

VTB Capital plc is committed to handling any client complaints in a fair, consistent and prompt manner and in a way that supports its clients needs where possible.

If you are a client or a potential client of VTB Capital plc and are dissatisfied with the services provided to you or have a complaint to make in relation to such services, you can raise this with your relationship manager or sales contact. Alternatively, you may raise this in writing to the Compliance department at the following email address: compliance@vtbcapital.com.

We aim to acknowledge any complaint promptly, and will look to handle any such complaint with the objective of reaching a swift and fair resolution.

Once we have reviewed the matter we will inform you of our conclusion and will provide you with information regarding any redress or alternative options available where applicable.

VTB Capital plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority in the United Kingdom and the Monetary Authority of Singapore in Singapore. VTB Capital plc and its affiliates are part of the investment business of VTB Bank (PJSC).