GATEWAY
fund services

Complaints Policy

14 August 2025



IF YOU ARE NOT HAPPY WITH THE SERVICE YOU RECEIVE FROM US, YOU HAVE THE RIGHT TO COMPLAIN

The complaint will be handled in accordance with our complaints handling process.

There is no fee for handling complaints.

You can direct your complaint in person by phoning +353 1 5337817, by emailing gateway@gfsmanco.com or by writing to us at:

Gateway Fund Services Limited
56 Fitzwilliam Square North
Dublin 2,
D02 X224
Ireland

Our complaints handling process – we will:

1. **Acknowledge your complaint, in writing, within 5 business days of receipt**
2. **Investigate your complaint and try to resolve it, within maximum 40 days of receipt**
3. **Update you on the progress of your complaint every 20 business days**
4. **Issue you with a final response**

If your complaint is not resolved to your satisfaction, you have the right to refer your complaint to:

The Financial Services and Pensions Ombudsman,
Lincoln House,
Lincoln Place,
Dublin 2,
D02 VH29,
Ireland

Mail: info@fspo.ie
Ph: +353 1 567 7000
Website: www.fspo.ie