

## What If Things Go Wrong?

If you are unhappy with our advice or any aspect of our services, we encourage you to contact us as soon as possible. We'll do our best to resolve your concerns.

Please write or call the **Compliance Manager at Hanbury Wealth Management Ltd, Apex House, 18 Hockerill Street, Bishop's Stortford, Herts, CM23 2DW, Tel. 01279 466706.**

We have a complaints procedure and we can provide further details on request. If you do have a complaint, and you are not happy with our response, the Financial Ombudsman Service (FOS) may be able to help. The FOS settles disputes between financial services business and their clients. Full details are available at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) (or you can contact them at the Financial Ombudsman Service, Exchange Tower, London E14 9SR, Tel: 0800 023 4567).