

STONEHAGE FLEMING GROUP

Isle of Man Regulatory Information

February 2023



STONEHAGE
FLEMING

NOW AND FOR FUTURE GENERATIONS

ISLE OF MAN COMPANIES

The Stonehage Fleming Isle of Man companies are detailed below.

1. STONEHAGE FLEMING SERVICES (ISLE OF MAN) LIMITED

1.1 Registered office

Falcon Cliff, Palace Road, Douglas, Isle of Man, IM2 4LB

1.2 Regulatory disclosure

Licensed by the Isle of Man Financial Services Authority to provide trust and corporate services

1.3 Services provided

Corporate Services, Trust Services

1.4 Complaints

If you are unhappy about any aspect of the service you have received, you are entitled to complain. Please direct any complaint to the Compliance Officer, Stonehage Fleming Services (IOM) Limited, Falcon Cliff, Palace Road, Douglas, Isle of Man, IM2 4LB. Telephone +44 (0) 1624 630 000.

Stonehage Fleming Services (IOM) Limited has an internal complaints procedure, a summary of which is available on request.

2. STONEHAGE FLEMING PENSION SERVICES LIMITED

2.1 Registered office

Falcon Cliff, Palace Road, Douglas, Isle of Man, IM2 4LB

2.2 Regulatory disclosure

Registered with the Isle of Man Financial Services Authority as a Professional Retirement Benefits Schemes Administrator

2.3 Services provided

Professional Retirement Benefits Scheme Administrator

2.4 Complaints

If you are unhappy about any aspect of the service you have received, you are entitled to complain.

For Pension administration complaints, please direct your complaint to the Isle of Man Pensions Ombudsman, PO Box 65023, London, N5 9BN.

IOM.PensionsOmbudsman@pensions.im

For Pension selling complaints, please direct your complaint to the Isle of Man Financial Services Ombudsman, Thie Slieau Whallian, Foxdale Road, St John's, Isle of Man, IM4 3AS. Telephone +44 (0) 1624 686 500, www.gov.im/oft



3. STONEHAGE FLEMING ADVISORY (ISLE OF MAN) LIMITED

3.1 Registered office

Falcon Cliff, Palace Road, Douglas, Isle of Man, IM2 4LB

3.2 Regulatory disclosure

Registered with the Isle of Man Financial Services Authority as a Designated Business.

Registered Legal Practitioners Isle of Man are Colin Bird, Anthony Markham, John Ross-Munro, Rory Kerr and Arielle Sixsmith.

Practising solicitors of England and Wales are Colin Bird, Anthony Markham, John Ross-Munro, Rory Kerr and Arielle Sixsmith.

3.3 Services provided

Legal Advisory Services

3.4 Complaints

If you are unhappy about any aspect of the service you have received, or about an invoice, you are entitled to complain. Please direct any complaint to the Compliance Officer, Stonehage Fleming Advisory (IOM) Limited, Falcon Cliff, Palace Road, Douglas, Isle of Man, IM2 4LB. Telephone +44 (0) 1624 630 000.

Stonehage Fleming Advisory (IOM) Limited (SFAL) has an internal complaints procedure, a summary of which is available on request.

The SRA can help you if you are concerned about the behaviour of a SFAL Solicitor. If you are concerned about issues such as dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic, you can raise your concerns with the SRA. Contact email: report@sra.org.uk

The SRA and the Legal Ombudsman may help you if you have a concern about the service provided by a SFAL Solicitor and /or their professional conduct. Please note that the Legal Ombudsman will not take complaints in respect of non-regulated organisations such as SFAL. The Legal Ombudsman will look at your complaint independently and it will not affect how the SRA handles your complaint. You can write to the Legal Ombudsman at PO Box 6806, Wolverhampton, WV1 9WJ or email at enquires@legalombudsman.org.uk or telephone on 0300 555 0333.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with SFAL and the SRA first. If you decide that you wish to take your complaint to the Legal Ombudsman, you must yourself take your complaint to them:

- After you have first used SFAL's internal complaints procedure and in any event within 8 weeks of making a complaint if it has not been resolved to your satisfaction;
- Within six months of receiving a final response to your complaint from the SRA; and
- No more than six years from the date of act/omission about which you are complaining; or
- No more than three years from when you should reasonably have known there was cause for complaint.

If you have a complaint in respect of a SFAL Solicitor or Manx Advocate, you may make the complaint in writing to the Advocates' Disciplinary Tribunal, Tribunals Office, Isle of Man Courts



of Justice, Deemster's Walk, Bucks Road, Douglas, Isle of Man, IM1 2AR. Before doing so, you should first have exhausted SFAL's internal complaints procedure.



