Complaints

We are committed to providing a high standard of service. If something has gone wrong, we want to hear about it so that we can put it right.

This page explains how to make a complaint to Ocorian Bermuda and what you can expect from us. It applies to clients of Ocorian Services (Bermuda) Limited, Ocorian Management (Bermuda) Limited and Ocorian Securities (Bermuda) Limited.

What is a complaint?

A complaint is any expression of dissatisfaction, in writing or verbally, about a service we have provided or failed to provide. This includes cases where you believe you have suffered, or may suffer, financial loss, distress or inconvenience as a result.

How to make a complaint

You can raise a complaint by:

- **Email:** complaints@ocorian.com
- **Speaking to your usual Ocorian contact**, who will pass it on straight away

If you raise a complaint verbally, we will ask you to confirm it in writing so that we have an accurate record.

To help us look into your complaint quickly, please include:

- your name and the name of the entity, trust or structure concerned
- what went wrong and when
- what you would like us to do to put it right
- copies of any relevant documents or correspondence

What happens next

1. **Acknowledgement.** We will acknowledge your complaint within **2 working days** and confirm that it is being handled as a formal complaint.
2. **Ownership.** We will give you the name of the person responsible for resolving your complaint. This will be a senior member of staff who has the authority to resolve the matter and who is not the subject of the complaint.
3. **Investigation.** We will look into your complaint fairly and impartially, and keep you updated on progress.
4. **Response.** We will send you a full written response within **20 working days**. If we need more time, we will explain why and give you a revised date.

5. **Outcome.** We will confirm in writing when your complaint is closed. If we do not uphold your complaint, we will explain why.

How we use complaints

Every complaint is recorded centrally and reported to the Ocorian Bermuda Board. We use complaints to find where our service has fallen short and to improve it.