

PETRICCA & CO

Complaints Handling Procedure

Petricca & CO Capital Ltd (hereafter also the “P&CO” or the “Company”) is strongly committed to providing high-quality services to its clients. While P&CO makes every possible effort to conduct its business in a way that avoids customer complaints, there may be times when you are not satisfied with our products or services.

The Company has established this Complaints Handling Procedure to ensure that we treat your complaint fairly and without undue delay, in line with applicable regulatory requirements.

How to file a complaint

You may address complaints free of charge, in writing by registered post or e-mail, mentioning your name and contact details.

Additionally, please include an explanation of the facts giving rise to the complaint, with all relevant supporting documentation at your disposal, providing all necessary details whenever possible, so that we may handle your complaint promptly and efficiently and answer it to your expectations.

Where to address your complaint

Please address your complaint by any of the following means to:

Letter: Petricca & CO Capital Ltd

Att. Virna Fontanella

10, Charles II Street London

SW1Y 4QU, UK

Email: virna.fontanella@petriccacapital.com

Complaint resolution

Upon receiving Your written or oral complaint, the PRC (Person Responsible for Complaints) will send You a confirmation letter of receipt and that the matter is under investigation.

The PRC will provide You with this written acknowledgment within five business days of receipt of the complaint. You will receive a response to your complaint within eight weeks of receipt.

If an answer cannot be provided within one month, the PRC shall inform You of the causes of the delay and the date on which a response is likely to be sent.

Summary Resolution Communications

Where a complaint is resolved to the complainant's satisfaction by the close of the third business day following receipt, the P&CO may issue a Summary Resolution Communication (SRC) instead of a formal Final Response, in accordance with the rules of the Financial Conduct Authority (FCA). The SRC will confirm that the complaint has been resolved, provide a brief explanation of the outcome, and state that the Company considers the complaint closed. The communication will also inform the complainant of their right to refer the complaint to the Financial Ombudsman Service within six months should they remain dissatisfied, together with the relevant contact details.

Alternative dispute resolution

If, despite our best efforts, you still remain dissatisfied with the response, you are an eligible complainant. You may refer the matter to the out-of-court resolution mechanism of the Financial Ombudsman Service ("FOS") for up to six months from the date of our final response.

This enables you to involve the FOS as a business mediator at no cost.



The out-of-court request can be filed in writing, by post, by e-mail, or online on the FOS website.

In particular: <https://www.financial-ombudsman.org.uk/consumers/how-to-complain>