WisdomTree Complaints procedure – Information for clients

WisdomTree is committed to delivering the highest level of service to all our customers. However, we realise there could be times when you may want to make a complaint. We will do our best to resolve all complaints as satisfactorily and as quickly as possible.

How can you make a complaint?

You can make a complaint by phone, email or post. All complaints should be made and addressed in the first instance to the Head of Compliance.

Contact details if you are based in the UK:

WisdomTree UK Limited, 141 Wardour Street, Soho, London, W1F 0UT, UK
Tel: +44 20 7448 4330; Email: europesupport@wisdomtree.com

Contact details if you are based in the European Union:

WisdomTree Ireland Limited, 5 Hume Street, Dublin 2, D02 C624, Ireland
Tel: +353 1800 000 036; Email: europesupport@wisdomtree.com

Internal Procedure

WisdomTree will issue an initial acknowledgement in writing to you within five business days of the complaint being received and will let you know who will be the point of contact to liaise with regarding your complaint.

WisdomTree will investigate the complaint in a prompt manner and will attempt to resolve the complaint within 4 weeks. If not resolved within this time period, WisdomTree will send you progress letters every 4 weeks until the complaint is resolved. WisdomTree will aim to resolve the complaint within 8 weeks and if not resolved within this timeframe, WisdomTree will inform you of the anticipated timeframe within which we hope to resolve the complaint.

If the complaint is not resolved within 8 weeks or if you are not satisfied with the outcome of your complaint, you may refer your complaint to the relevant Ombudsman.

If you are based in the UK:

Financial Ombudsman Service
Harbour Exchange , Exchange Tower
London E14 9SR,
United Kingdom
+44 0800 023 4567
complaint.info@financial-ombudsman.org.uk
https://www.financial-ombudsman.org.uk/

If you are based in the European Union:

Financial Services & Pensions Ombudsman
Lincoln House, Lincoln Place,
Dublin
D02 VH29
+ 353 1 567 7000
info@fspo.ie
https://www.fspo.ie/