

Gemsstock Limited

Complaints Handling

If you have an issue regarding any of your dealings with Gemsstock Limited, you may contact us and make a complaint.

The relevant contact details are:

Postal Address: The Compliance Officer, Gemsstock Limited, 4th Floor, 18 Henrietta Street, London, WC2E 8QH

Telephone: +44 (0)203 740 5130

Email: IR@gemsstock.fund

Your complaint will be handled in accordance with the Gemsstock's Complaints Handling Procedure.

Any investor classified as an "Eligible Complainant", as defined in DISP 2.7.3R of the Financial Conduct Authority's Handbook of rules and guidance, may obtain a copy of the Firm's Complaints Handling Procedure upon request.

Financial Ombudsman Service

If an Eligible Complainant is dissatisfied with the Firm's response to a complaint, in certain circumstances, they may refer the case directly to the Financial Ombudsman Service. For further information on the Financial Ombudsman Service and how they can be contacted, please visit their website.