

What to do if you are unhappy with the service we provide:

At Hines Europe Real Estate Investments Ltd (“HEREI”) we aim to provide exceptional customer service to all our customers, however, we realise that we might not get it right on every occasion. If we do make a mistake, we’ll do our very best to put things right as quickly as we can and make sure we don’t disappoint you in the future. This guide sets out the steps in the process we follow to achieve that and lets you know what you can expect from us at each stage.

Step 1: Tell Us What Has Gone Wrong

This can be done in a number of ways.

By Phone: 0207 292 1977

Email: lucy.abrahams@hines.com

Writing:

Lucy Abrahams,
Hines Europe Real
Estate Investment
Ltd,
6 Dryden Street
London, W1G 9YQ

To assist please provide us with the following:

A description of your concern

What you would like us to do to put things right

Your name and address

A phone number and the best time to contact you

Any other relevant information

Step 2: Review

We will review your complaint aiming to resolve this as quickly and fairly as possible.

During the process, we may contact you to ask for more information, or any evidence you may have that you wish us to consider. We will also aim to keep you updated as to the progress of your complaint. In any case, **we aim to have a full response within eight weeks of your first contact.**

Step 3: Final Response and Further Action

If you remain dissatisfied with our response or we have been unable to respond within eight weeks you can refer to your complaint to the Financial Ombudsman Service (FOS), who will review the complaint to firstly check you are an ‘eligible complainant’ and secondly whether the complaint is one which they can review. This should be done within 6 months of our final eligible complainants and financial services institutions.

You can contact the Financial Ombudsman Service by:

Writing: Send your letter to: The Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall.
London, E14 9SR

Online: Visit www.financial-ombudsman.org.uk to download a form

Email: complaint.info@financial-ombudsman.org.uk

Phone: 0300 1239123 or 0800 0234567

Hines Europe Real Estate Investments Ltd is Authorised and Regulated by the Financial Conduct Authority (FCA) Registered in England and Wales. Company number 530745. Registered office: 5 Welbeck Street, London, W1G 9YQ.