

# Valu-Trac Investment Management Limited

Authorised and regulated by the Financial Conduct Authority (FCA), registration number 145168.  
Registered in England No. 2428648

Tel: +44 (0)1343 880344

Orton, Moray  
IV32 7QE

## VALU-TRAC INVESTMENT MANAGEMENT LIMITED

### Complaints Procedure

Complaints may be brought in writing to :

#### Valu-Trac Investment Management Limited

Orton,  
Moray,  
IV32 7QE

or by telephone to 01343 880 344.

In the event that an unsatisfactory response is provided, you can refer your complaint to the Financial Ombudsman Service at :

#### Financial Ombudsman Service

Exchange Tower  
London  
E14 9SR

Please note that a copy of the ACD's guide to making a complaint is available upon request.

### Financial Services Compensation Scheme

The ACD is covered by the Financial Services Compensation Scheme. Shareholders may be entitled to compensation from the scheme if the ACD cannot meet its obligations. This depends on the type of business and the circumstances of the claim. Most types of investment businesses are covered for 100% of investments up to £50,000. Further information is available from :

#### The Financial Services Compensation Scheme

10th Floor  
Beaufort House  
15 St Bolttoph Street  
London  
EC3A 7QU

Tel: 0800 678 1100

Website: [www.fscs.org.uk](http://www.fscs.org.uk)

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Registered Office:

Level 13, Broadgate Tower, 20 Primrose Street  
London, EC2A 2EW