

REFERRING COMPLAINTS TO THE OMBUDSMAN SERVICE

Date: October 2024

Information Classification: Public

If, following a complaint against BNY Pershing, you are not satisfied with our response, you may be entitled to refer your complaint to either the Financial Ombudsman Service or The Pensions Ombudsman.

Our final response letter to you in respect of your complaint will include details of which Ombudsmen Service you have the right to refer your complaint to.

- Financial Ombudsman Service, Exchange Tower, London E14 9SR
www.financialombudsman.org.uk
- The Pensions Ombudsman, 10 South Colonnade, Canary Wharf, London E14 4PU
www.pensions-ombudsman.org.uk
- Financial Services and Pensions Ombudsman, Lincoln House, Lincoln Place, Dublin 2, D02 VH29 www.fspo.ie/
- Channel Islands Financial Ombudsman, PO Box 114, Jersey, JE4 9QG
<https://www.ci-fo.org/>

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