

# Complaint Handling Procedure

## UK

June 2026

At BlackRock, we take all complaints seriously.

We operate an effective and transparent procedure for the reasonable and prompt handling of complaints, which is impartial and free of charge, to ensure that all complaints are handled effectively.

Upon receipt of a complaint:

- We will ensure that an employee of appropriate seniority, who is independent of the matter, commences an investigation.
- We will provide you with a written acknowledgement of your complaint within 5 business days. This will include the name and job title of the person handling your complaint.
- We will keep you informed of the progress of your complaint.
- We aim to provide you with a final response within 8 weeks (unless a shorter timeframe applies under local regulations). If we are unable to provide you with a final response within this timeframe, we will provide you with a holding response explaining the reasons as to why we are not in a position to provide a final response as well as details of when a final response can be expected. In either event, we will provide you with details of the relevant financial ombudsman or other competent alternative dispute resolution forum/authority, where applicable.

If, after receiving the final response or holding response, you are unhappy with the response provided, you may be eligible to refer your complaint directly to the UK Financial Ombudsman Service using the contact details below. This must be done within six months of the date of the final response. Alternatively, you may be eligible to take civil action.

[complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Financial Ombudsman Service, Exchange Tower London, E14 9SR

0800 023 4567 (free from landlines and mobiles), or 0300 123 9123 (charged at national rate) (8am-5pm, Monday-Friday)

[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)