



Your Island Pension (YIP) Complaint Procedure

The pension built for you. Easy. Simple. Affordable.

Any client who is dissatisfied with the actions of Sovereign Pension Services (CI) Limited (“Sovereign”), or its staff, may lodge a complaint.



How do I make a complaint?

Your complaint should be made in writing (email or letter) and should be accompanied where appropriate with copies of all relevant documentation and correspondence. We recommend that all complaints are made in a written format as this helps to clarify the key issues which enable a faster resolution time.



How will my complaint be handled?

We will send you an acknowledgement of your complaint within seven working days of receiving it. The acknowledgement may, where applicable, request further information.

Your complaint will be investigated by an independent member of the Sovereign’s senior staff.

Within eight weeks of receipt of your written complaint, we will send you the outcome of our internal investigation. This will include details of any remedial action already taken and our suggestions for further resolution, should we feel that it is required.

If you do not agree with the outcome of our internal investigation, please contact us providing details of where you think we have not appropriately addressed your concerns.

Sovereign will seek to address any further points raised and provide you with a substantive response within two working weeks. This will be Sovereign’s final response, should you think Sovereign still has not addressed your concerns, please refer to further guidance below.



What do I do if I feel that my complaint has not been dealt with sufficiently?

If you are not satisfied with Sovereigns' final response, you can refer your complaint to The Channel Islands Financial Ombudsman (CIFO). You must contact CIFO within six months of Sovereign's final response.

Sovereign Pension Services (CI) Limited is regulated by the Guernsey Financial Services Commission (GFSC) licence number: 2698370.

You are entitled to contact the GFSC directly, to inform them of your complaint. Please be advised that the GFSC's role in complaints handling is limited.

Channel Islands Financial Ombudsman
PO Box 114, Jersey, Channel Islands, JE4 9QG
Email: enquiries@ci-fo.org Website: www.ci-fo.org
Jersey Tel: +44 1534 748610
Guernsey Tel: +44 1481 722218
International Tel: +44 1534 748610

Guernsey Financial Services Commission
Glategny Court, Glategny Esplanade,
St Peter Port, Guernsey, GY1 3HQ
Website: www.GFSC.gg
Tel: +44 1481 712706



Contact

Sovereign Pension Services (CI) Limited
Suites 3A & 3B, 3rd Floor, Frances House, Sir William Place, St Peter Port, Guernsey, GY1 1GX
ci-complaints@SovereignGroup.com
SovereignGroup.com

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Sovereign Pension Services (CI) Limited and Sovereign Trust (Guernsey) Limited are regulated by the Guernsey Financial Services Commission and licensed in respect of the formation, management, and administration of pension schemes.

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