

PROVISION OF SERVICES REGULATION (UK) – January 2021

Introduction

The page outlines the information required under the Provision of Services Regulations 2009 in respect of DTZ Investors in the United Kingdom.

The primary entities which deliver client services are:

<i>Name</i>	<i>Type of entity</i>	<i>Registry</i>	<i>Registration No.</i>	<i>Activity</i>
DTZ Investment Management Limited	Private limited company	Companies House	4633215	Regulated indirect real estate investment management
DTZ Investors UK Limited	Private limited company	Companies House	11260939	Non-regulated direct real estate investment management

All DTZ Investors trading entities are indirect wholly-owned subsidiaries of Cushman & Wakefield plc. Sometimes we may use other DTZ Investors / Cushman & Wakefield group entities to provide services. Details can always be found on the engagement letter that is issued by us or, if a different form of contract is used, in that contract.

Our services are governed by written terms and conditions agreed with clients. These contracts are, unless otherwise provided for, governed by English law and subject to the exclusive jurisdiction of the courts of England & Wales.

Contact

The registered office for the principal DTZ Investors trading entities in the United Kingdom is 125 Old Broad Street, London EC2N 1AR.

We can be contacted rapidly using the "[Contact Us](#)" link, by telephoning our registered office on +44 (0)20 3349 0349, or by e-mailing any of our people at firstname.surname@dtzinvestors.com.

Professional & Other Registrations

Certain aspects of real estate asset management work and the provision of certain financial products and services is regulated in the United Kingdom. When providing these services, we follow (as appropriate) the rules, codes, and guidance as found in the Financial Conduct Authority's handbook.

The details of our FCA register entry is set out below:

<i>Name</i>	<i>Regulatory body</i>	<i>Activities</i>	<i>Registration No.</i>
DTZ Investment Management Limited	Financial Conduct Authority	Financially regulated products and services	416900

Insurance & Finance

DTZ Investors is required to hold professional indemnity insurance, and our insurers are Liberty Mutual Insurance Company and others who can be contacted via Aon Risk Solutions, 122 Leadenhall Street, London EC3V 4AN. The territorial coverage is worldwide.

We are registered for VAT and our DTZ Investors group registration number is GB466425139.

Complaints

DTZ Investors in the United Kingdom is committed to continuously improving the services provided to clients. To this end, we have developed a formal complaints procedure. To obtain a copy, [email us](#) or speak to your relationship contact at DTZ Investors.

In the event you do have a complaint, we ask that you contact the Director in charge of your engagement first. If you feel that is not appropriate or the response of the Director in charge is inadequate, please contact:

Name: Christopher Cooper
Title: Chief Executive
Office Address: 125 Old Broad Street, London EC2N 1AR

If you are not satisfied with the outcome of how we have handled your complaint, you may be entitled to refer your complaint to the following:

Name	Relevant activities	UK Contact number	Website
Financial Ombudsman Service	financially regulated products and services	0800 023 4 456	FOS

The criteria for eligibility and the complaints investigation procedure can be found on the website of the relevant organisation.