

COMPLAINTS

In the unlikely event of you having any reason to feel dissatisfied with any aspect of our service, in the first instance you should contact our client services team on **0208 3960 352**, or email **support@kqmarkets.co.uk**, as the vast majority of complaints can be dealt with at this level.

If our client services team is unable to resolve the matter you may refer it as a complaint to our compliance department. Please set out the complaint clearly, ideally in writing. The compliance department will carry out an impartial review of the complaint with a view to understanding what did or did not happen and to assess whether we have acted fairly within our rights and have met our contractual and other obligations. A full written response will be provided within eight weeks of receiving the complaint.

Please write to: compliance@kqmarkets.co.uk or

Compliance Department
KQ Markets
1 St Katharine's Way
London
EC1W 1UN

If you are classified as a retail client, and in some instances a professional client, and you do not feel that your complaint has been resolved satisfactorily by the compliance department, you are able to refer your complaint to the Financial Ombudsman Service. The Financial Ombudsman Service is an independent organisation that was established to resolve disputes between financial institutions and their customers. Details of the Financial Ombudsman Service will be provided by the Compliance department in their final response to your complaint. Any reference to the Financial Ombudsman Service should take place within six months of the Compliance department's final response letter, and you should also note that the Financial Ombudsman Service will not consider a complaint until we have had the opportunity to address the complaint.

The address of the Financial Ombudsman Service is:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

In the event that a situation arises that is not covered by the customer agreement, we will resolve the matter on the basis of good faith and fairness and, where appropriate, by taking such action as is consistent with market practice.

If we're unable to resolve a dispute internally, you can choose to raise the complaint via the European Commission's Online Dispute Resolution Platform, however it is likely that you will be referred to the FOS whose details are outlined above.