

## **ADMIRAL MARKETS UK LTD CLIENT COMPLAINTS HANDLING PROCEDURE**

*Valid as of 6<sup>th</sup> of April, 2017*

In the unlikely event that our clients are dissatisfied with the services provided to them by Admiral Markets UK Ltd (hereinafter as AM UK), clients have the right to express their discontent in regard to the provided products, services & AM's obligations etc., by submitting their complaint to AM UK directly.

Our aim is to ensure your complaint is thoroughly investigated and that you receive a fair outcome with detailed explanations. Please see the following steps for submitting a complaint:

### **1. SUBMITTING A COMPLAINT**

1.1 The client must submit the complaint by sending an email (please ensure that the email address utilised for this is the same as previously registered within AM UK's records) or via post, to your local point of contact via [support@admiralmarkets.com](mailto:support@admiralmarkets.com) or directly to Compliance Department via [compliance@admiralmarkets.co.uk](mailto:compliance@admiralmarkets.co.uk).

In cases where other AM UK branches and representative offices have received the client's complaint, the complaint must be forwarded to AM UK Compliance department for handling on behalf of the client.

1.2 The complaint should be lodged with AM UK as soon as is practically possible.

1.3 The client should provide all of the following information in the complaint:

- First name and surname;
- Contact information;
- Trading account identification number;
- Description of the circumstances and time of occurrence the complaint is based on;
- Identification numbers of relevant transaction orders and positions if necessary;
- If possible, documents or copies that would support the claim should be included.

1.4 AM has the right to refrain from reviewing a complaint if the complaint

- does not comply significantly with the format requirements;
- does not enable to identify the applicant's identity;
- does not include the basis for submitting a complaint.

Should the above occur AM UK will naturally inform the client and request further information.

## **2. HANDLING OF COMPLAINT**

2.1 On receipt the complaint will be logged in AM UK's complaints registry.

2.2 AM UK will notify the client of its receipt of the complaint to the client's registered email address. Your complaint shall be handled by an individual who was not directly involved with the subject of the complaint.

2.3 AM UK will try its best to resolve complaints as quickly as possible in 3 (three) business days. However, if we are unable to do so we will update you on the status of your complaint until the investigation has been completed.

2.4 If we are unable to resolve your complaint within 8 weeks of receiving it, we will contact you in writing to explain why are we not in a position to issue a final response. In such cases, we will also provide an indication of when we hope to be able to provide a final response about the investigation and resolution of complaint.

2.5 Alternatively, at this point you may also refer your complaint to the Financial Ombudsman Service (FOS). If this is the case AM UK will provide you with a copy of the FOS explanatory leaflet.

## **3. FINANCIAL OMBUDSMAN SERVICE**

3.1 The FOS is the official independent and impartial adjudicator in settling complaints between consumers and businesses providing financial services. This service is free of charge.

3.2 In order to take your complaint to the FOS:

- You must be an actual customer of AM;

- You must have received a final response from AM regarding your complaint;
- You must take your complaint to the FOS within six months of the date of the final response of AM.

3.3 The FOS aims to resolve most disputes within six to nine months, but settle a third of cases within three months. Where the FOS concludes that the consumer was right and requires a business to pay the consumer, there is an upper limit of GBP 150,000 (plus any interest and costs) for compensation. However, most disputes involve much less than this.

3.4 Contact details for FOS:

The Financial Ombudsman Service  
Exchange Tower  
London E14 9SR  
Tel: 0800 0 234 567

<http://www.financial-ombudsman.org.uk>

Contact the Financial Ombudsman Service by email  
E-mail to [Complaint.info@financial-ombudsman.org.uk](mailto:Complaint.info@financial-ombudsman.org.uk)

You can access a copy of the FOS explanatory leaflet at the following link:  
<http://www.fos.org.uk/publications/consumer-leaflet.htm>