



OUR COMMITMENT TO YOU

At Saxo Capital Markets UK Ltd (“SCML”) we pride ourselves on the level of service that we provide to our clients. However, if you should have any reason to be dissatisfied with the services provided, you should express your complaint to us. We aim to resolve your complaint fairly and promptly.

Complaints Handling Procedure

Should you wish to make a complaint in relation to the services provided to you by SCML you can do so either in writing marked for the attention of the Compliance Officer, Saxo Capital Markets UK Ltd, 26th Floor, 40 Bank Street, Canary Wharf, London E14 5DA. Alternatively, you may submit your complaint via email to UKCompliance@saxomarkets.com or over the telephone by contacting a member of UK Client & Partner Support Team.

1) In your complaint, please detail all the facts clearly and provide any information that you think may assist us to resolve the complaint promptly.

2) We will send a prompt written acknowledgement that your complaint has been received. We will investigate your complaint and endeavour to send a final response as soon as possible. Please note that SCML has 8 weeks from the date your complaint is received within which to issue its final response.

3) If we are unable to provide you with a final response within this time frame, we will write to you explaining why and advise you when you can expect a final response.

4) If more than 8 weeks from the date of your complaint has passed or you are dissatisfied with the final response you have received, where you are an eligible complainant, you can refer your complaint to:

Financial Ombudsman Service (FOS), South Quay Plaza, 183 Marsh Wall, London E14 9SR
Tel: 0300 123 9 123
Email: complaint.info@financial-ombudsman.org.uk
www.financial-ombudsman.org.uk

You must refer your complaint to the FOS within 6 months of the date on the final response.

Authorised and regulated by the Financial Conduct Authority
Switch Board: +44 (0) 207 151 2000 | Fax: +44(0) 207 151 2001