

Complaints Procedure

投诉程序

July 2016

2016 年 7 月



Complaints Procedure

Effective date: July 2016

We are committed to providing a high standard of service to all our customers on every occasion. We do recognise however, that occasionally there may be circumstances where you are dissatisfied with the service you may have received.

If you have a complaint about any aspect of our service then we would like to hear from you. You can contact us by telephone or in writing, by post or fax on the details given below:

Telephone: +44 20 3192 2555 (Sun 22.05 to Fri 22.00 GMT)

All calls will be recorded for compliance and training purposes

Fax: +44 20 3192 2500

Email: info@LMAX.com

Address: LMAX Exchange, Yellow Building, 1A Nicholas Road, London W11 4AN, United Kingdom

To help us investigate and resolve the complaint as quickly as possible, please make sure you provide the following information:

- › Your name, address and Username
- › A clear description of your concern or complaint
- › Details of what you would like us to do to put it right
- › Copies of any relevant correspondence, such as emails
- › A daytime telephone number where we can contact you

We will try to resolve your complaint immediately, and with minimum of inconvenience to you.

Where we have not been able to resolve the matter, we will provide a written acknowledgement of your complaint by close of business three business days following receipt of your complaint. The acknowledgement will provide details of who will investigate your complaint and what their contact details are, what our understanding of your complaint is and what our complaint procedures are. We will then send you a written response within 8 weeks.

If you remain unhappy with our efforts to settle your complaint, you may refer the complaint to the Financial Ombudsman Service (FOS) who deals with unresolved complaints from eligible customers. You

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我们竭力在所有情况下为客户提供高标准的服务。但我们需要承认, 在某些情况下您偶尔会对自己接受的服务感到不满意。

若您针对我们服务的任何方面提出投诉, 我们将乐于聆听。您可以通过电话、书面、邮递或传真的形式联系我们, 具体联系方式如下:

电话: +44 20 3192 2555 (格林威治时间周日 22:05 至周五 22:00)

出于合规及培训的目的, 所有电话通话均会被录音

传真: +44 20 3192 2500

邮箱: info@LMAX.com

地址: LMAX Exchange, Yellow Building, 1A Nicholas Road, London W11 4AN, United Kingdom

为协助我们尽快调查并解决投诉, 请确保您提供下列信息:

- › 您的姓名、地址及用户名
- › 清晰描述您的疑虑或不满
- › 您的详细整改意见
- › 电邮等相关通信的复印件
- › 可以联系到您的白天电话号码

我们会尽快解决您的投诉, 尽量减少给您带来不便。

如果我们尚未解决问题, 我们将在接到投诉后的三个工作日内为您发出确认通知书。确认通知书将提供投诉调查人详情及其联系方式, 我们对于您的投诉内容的理解以及投诉程序的介绍, 然后在 8 周内向您发出书面回复。

如果您对于我们为解决投诉所作的努力并不满意, 您可以将投诉转交金融调查专员服务处(FOS), 这是一个为合格客户处理未解决投诉的机构。您必须在收到我方最

must refer your complaint to Financial Ombudsman Service within 6 months of the date our final response letter.

Please note if you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances. For example, if the Ombudsman believes that the delay was as a result of exceptional circumstances.

The contact details for the Financial Ombudsman Service are:

Telephone: 0300 123 9723 / Email: complaint.info@financial-ombudsman.org.uk

Address: The Financial Ombudsman Service, Exchange Tower, London E14 9SR, United Kingdom

Website: www.financial-ombudsman.org.uk

终答复信的 6 个月内将投诉转交金融调查专员服务处。

请注意，如果未能及时转交您的投诉，金融调查专员服务处将无法得到我们的授权从而处理您的投诉，这样一来，只在极少数情况下才会受理您的投诉。例如金融调查专员服务处认为转交是因为特殊情况才被延迟的。

金融调查专员服务处详细联系方式如下：

电话：0300 123 9723 / 邮箱：complaint.info@financial-ombudsman.org.uk

地址：The Financial Ombudsman Service, Exchange Tower, London E14 9SR, United Kingdom

网址：www.financial-ombudsman.org.uk