

# Complaints Procedure

July 2016



## 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](mailto: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 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](mailto:complaint.info@financial-ombudsman.org.uk)

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

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)