



COMPLAINT PROCEDURE

OUR COMPLAINT PROCEDURE

At DF Markets, we aim to provide you with the highest standards of service. However, there may be an occasion when you feel you have cause for complaint.

If you are not completely happy with our service, we would like to hear about it. That way, we can do something to put it right. Our aim will always be to bring such matters to a conclusion promptly and to your entire satisfaction.

We want to:

- ✓ make it easy for you to inform us about your complaint;
- ✓ give your complaint the attention it deserves;
- ✓ resolve your complaint without delay;
- ✓ make sure you are satisfied with how your complaint was resolved.

HOW AND WHERE TO COMPLAIN?

If you are not satisfied with any aspect of our service or products you can tell us your concerns in the following ways:

- ✓ **By telephone:** contact us on +44 (0) 20 38669652 during our office hours, Mondays – Fridays 9am – 5pm.;
- ✓ **In writing:** by letter, addressed to: Compliance Manager, DF Markets, 5 Harbour Exchange Square, London E14 9GE, UK;
- ✓ **E-mail:** compliance@dfmarkets.co.uk;

Please provide the following information when you get in touch with us:

- ✓ Your name, address and account number (if applicable);
- ✓ A clear description of your concern or complaint;
- ✓ Details of what you would like us to put right;
- ✓ Copies of any relevant documents/information;
- ✓ A daytime telephone number at which we can contact you.

HOW LONG WILL IT TAKE?

Our aim is to try and resolve your complaint straightaway. Often however, complaints need to be investigated further - if this is the case, we will write to you within three to five working days to:

- ✓ acknowledge receipt of your complaint;
- ✓ tell you how long we expect it will take to resolve it;
- ✓ tell you who is dealing with it.

In the majority of cases, we would hope to be able to resolve your complaint within two weeks. In exceptional circumstances where your complaint is particularly complex, matters may take longer to resolve. We will however keep you informed with any progress until your complaint has been resolved.

WHAT IF YOU ARE NOT HAPPY WITH OUR RESPONSE?

Our aim is that your complaint should be resolved as quickly as possible by staff who have the right experience, knowledge and authority. However if you are not satisfied with our action or explanation you can ask for your case to be referred to: Head of Compliance Department at DF Markets, 5 Harbour Exchange Square, London E14 9GE, UK.

FINAL RESPONSE

In the unlikely event we cannot reach an agreement with you within eight weeks, we will send you a 'final response' letter which will explain our final position, or giving reasons for the delay in resolving your complaint and an indication of when we expect to reach a conclusion. Complaints we cannot settle may be referred to the Financial Ombudsman Service.

Please note that Financial Ombudsman will not entertain any complaints sent to him unless the above steps have been completed, and DF Markets has either issued a final response letter, or the allotted time has elapsed.

CONTACTING THE FINANCIAL OMBUDSMAN SERVICE

The Financial Ombudsman service acts independently of all financial institutions including DF markets, and provides a free service as an impartial adjudicator.

If you wish to ask the Financial Ombudsman Service to review your complaint, you must do this within six months of the date of our final response letter in accordance with their rules.

The address to write to is:

The Financial Ombudsman Service
Exchange Tower
London, E14 9SR
Telephone: +44 (0) 20 7964 1000
E-mail: complaint.info@financial-ombudsman.org.uk



Delta Financial Markets Limited is a company registered in England and Wales

It is authorised and regulated by the Financial Conduct Authority (FCA)

Business Address: 5 Harbour Exchange Square, London E14 9GE, UK; Tel. +44 (0) 2038669652 , Fax +44 (0) 2038669658

Registered Address: 3rd Floor, Fairgate House, 78 New Oxford Street, London WC1A 1HB, UK

Company Registration Number: 07280005