



Complaints Notice

Pepperstone Limited



COMPLAINTS NOTICE

In the unlikely event that you're not satisfied with any aspect of our service, please contact our client support team by email at support@pepperstone.com.

If our support representative isn't able to resolve your issue then you can raise the matter as a complaint with our compliance team. They'll carry out an impartial assessment of the complaint to establish whether we've acted fairly and met all of our contractual and regulatory obligations to you. We'll provide you with a written response within 8 weeks of receiving your complaint.

You can contact our compliance team at:

compliance.uk@pepperstone.com

Or

Attention – the Managing Director
Pepperstone Limited
68 Hanbury Street,
London E1 5JL

If you're a classified Eligible Complainant, and you believe that we haven't resolved your complaint to your satisfaction, then you can refer your complaint to the Financial Ombudsman Service ("FOS"). The FOS is an independent organisation established to resolve disputes between financial institutions and their customers. We'll provide you with the contact details for the FOS when we issue you with a response to our complaint. Any referral to the FOS must take place within 6 months of the final response from our compliance department. The FOS won't consider a complaint until we've had the opportunity to address it first.

The FOS can be contacted at the following address:

The Financial Ombudsman Service
Exchange Tower
London E14 95R.