



COMPLAINTS

Contact us – we're keen to help

Complaints

We believe that complaints are opportunities to improve and rebuild our clients' trust and confidence in us and to gain valuable insights into the overall client experience, which, in turn, can help us build better products and services.

If, for any reason, you are not entirely satisfied with our services, please let us know at your earliest opportunity. We are available 24/5 and, as a first point of contact, our Client Services Department will be happy to assist you with any queries you may have.

Telephone: **+44 (0) 20 3455 8750**

Email: **cs@finalto.com**

If you would prefer to speak to our Compliance Department directly, please contact us on:

Telephone: **+44 (0) 20 3455 8768**

Email: **compliance@finalto.com**

Our Complaints process

We aim to handle complaints fairly and in an independent and responsible manner. As such, we will thoroughly investigate all circumstances of your complaint and review all the relevant evidence pertaining to it. We always try to resolve your concerns as quickly as possible, however, where we require more time to fully investigate all the issues raised, we will provide a final response to you within 8 weeks of receipt of the complaint. In any event, we will always aim to provide you with an acknowledgment of your complaint within three working days.

What can you do if you remain dissatisfied with our response?

Where you are not satisfied with our final response, you may be eligible to refer your complaint to the Financial Ombudsman Service. Your complaint will have to be referred within six months of receipt of our final response.

The Financial Ombudsman Service can be reached via:

Telephone from the UK: **0800 0 234 567 or 0300 123 9 123**

Telephone outside the UK: **+44 (0) 207 964 0500**

Website: **www.financial-ombudsman.org.uk**

Email: **complaint.info@financial-ombudsman.org.uk**

Post: **The Financial Ombudsman Service
Exchange Tower
London, E14 9SR**

Finalto Financial Services

11th Floor · Broadgate Tower
20 Primrose Street · London
EC2A 2EW · United Kingdom
+44 (0) 20 3455 8751
info@finalto.com

Risk Notice

Our offering includes products that are traded on margin and carry a high degree of risk to your capital. It is possible to incur losses that exceed your initial investment. You should ensure you fully understand the risks involved and seek independent advice if necessary.

Authorised and regulated by the UK Financial Conduct Authority (FRN 481853).

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