

# 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: **+65 31388750**

Email: [cs@finalto.com](mailto:cs@finalto.com)

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

Telephone: **+65 31389330**

Email: [compliance.asia@finalto.com](mailto:compliance.asia@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 4 weeks of receipt of the complaint. In any event, we will always aim to provide you with an acknowledgement of your complaint within 24 hours.

## 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 Industry Disputes Resolution Centre ("FIDReC").*

The Financial Industry Disputes Resolution Centre can be reached via:

Telephone: **(65) 63278878**

Website: [www.fidrec.com.sg](http://www.fidrec.com.sg)

Email: [info@fidrec.com.sg](mailto:info@fidrec.com.sg)

Post: **FIDReC  
36 Robinson Road #15-01 City House  
Singapore 068877**