

HOW WE HANDLE COMPLAINTS:

We aim to provide a high level of customer service and satisfaction but if you feel dissatisfied with any aspect of our service, you should discuss it with your usual contact at Global Markets Group Limited (UK) or contact our Customer Service Department on +44 (0) 20 3865 3305 or by email to

info@gmgmarkets.co.uk

If they do not resolve the matter for you then you may refer it as a complaint to our Compliance Team, ideally by writing to: compliance@gmgmarkets.co.uk. Compliance will carry out an impartial review with a view to understanding what did or did not happen and to assess whether we have acted fairly within our rights and have met our contractual and other obligations. A full written final response will be provided within eight weeks of receiving the complaint, but usually far before.

If you prefer to use the postal system then please write to:

Compliance Team
Global Markets Group Limited (UK)
Suite 501, 18 King William Street
London
EC4N 7BP

Once we have provided our Final Response, but you are not satisfied with it or, eight weeks have passed and we have not provided a final response, then you can ask the Financial Ombudsman Service (“FOS”) to look at the complaint for you. The FOS is an independent body set up to resolve disputes between firms and their customers. To use the services of FOS you must contact it within 6 months of our Final Response. Not all complaints are eligible under FOS – for example, only retail clients can use FOS services – and the activities must have been carried on from the UK (but, where the complainant lives is irrelevant).

Our compliance Team will provide details of the Financial Ombudsman Service when replying to your complaint. They may be found at:

Financial Ombudsman Service (FOS)

Address: Exchange Tower, London E14 9SR

Phone: 0300 1239 123 or 0800 023 4567 or from outside UK: +44 20 7964 0500

Website: <http://www.financial-ombudsman.org.uk>

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

A copy of the Financial Ombudsman Service explanatory leaflet is available at the following URL:

www.financial-ombudsman.org.uk/publications/consumer-leaflet.htm

RISK WARNING:

Forex and CFDs are complex instruments and come with a high risk of losing money rapidly due to leverage. On average over the past year **80%** of GMG retail investor accounts have lost money when trading CFDs. You should consider whether you understand how Forex and CFDs work, and whether you can afford to take the high risk of losing your money.

Global Markets Group Limited (UK) is authorised and regulated by the Financial Conduct Authority, firm reference number 744501.