

TREATING CUSTOMERS FAIRLY

At the heart of our desire to provide a superior level of customer service to all our clients is a commitment from the CEO down to the newest member of the team to adhere to and better the FCA principles of TCF.

Global Markets Group limited (UK) is committed to ensuring that the FCA principle of Treating Customer fairly (TCF) is applied to all areas of the Firm's business and it believes that by adopting TCF it will add value to the service provided to our customers.

GMG AIMS TO:

- Meet the needs of each customer by offering a transparent, efficient and professional service which it will constantly review to identify areas for improvement
- Ensure we treat customers fairly and deal with any complaints that arise, promptly and fairly, and in line with FCA deadlines and rules
- Ensure that TCF values adopted by the directors of the firm are communicated to, and supported by, all staff members; and
- Ensure that the standard of service provided to all our customers either meets or exceeds the standards required by the Financial Conduct Authority

HOW YOU CAN HELP US

To help us provide you with the highest possible standards of service, we kindly request you to:

- Keep us informed of any changes to your work and home contact details
- Let us know if there is any aspect of our service, or product that you don't fully understand
- Tell us if you think there are ways we can improve our service

THANK YOU FOR CHOOSING US