



## Complaints Handling Process

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Whilst Britannia Global Markets Limited (“Britannia”) endeavours to always provide excellent service to our customers, we appreciate that there may be instances of client dissatisfaction and we want to ensure that you are fully happy with your interaction(s) with us as a business and the service(s) that we provide to you.

To achieve this we will:

- Treat you fairly;
- Investigate any complaint made by you fully and impartially; and
- Keep you updated on our progress with your complaint.

### How to make a complaint

If you are unhappy with a service provided to you by Britannia you may wish to complain to your Account Executive (AE). Your AE will then escalate your complaint with Britannia’s complaints handling team, who will deal with your complaint impartially from thereon in.

Alternatively, you can raise your dissatisfaction with Britannia’s complaints handling team directly via the following methods of communication:

- **In writing** to Britannia Global Markets Limited, 18 Savile Row, London, W1S 3PW, United Kingdom marked for the attention of the Compliance Department; or
- **via email** to [compliance.gm@britannia.com](mailto:compliance.gm@britannia.com)

Upon receiving a complaint we will acknowledge it promptly by email and you will receive our detailed complaints handling procedure. This will provide you with further information on how your complaint will be handled.

Once our investigation into your complaint is complete we will write to you with a formal response. If you remain unhappy with the outcome of our investigation you may be able to refer your complaint to the Financial Ombudsman Service for an independent review.

The contact details for the Financial Ombudsman Service are as follows:

Financial Ombudsman Service

Exchange Tower

London

E14 9SR

Freephone: 0800 0234567 (or Tel: +44 20 7964 0500 from outside the UK)

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

You can access a copy of the Financial Ombudsman Service explanatory leaflet at the following link: <https://www.financial-ombudsman.org.uk/publications/ordering-leaflet/leaflet>