



Plus500

World's Trading Machine

Complaint Process



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- 1.1. In the unlikely event that you have any reason to feel dissatisfied with any aspect of our service, in the first instance you should contact our customer services team, as the vast majority of complaints can be dealt with at this level, via:
<http://www.plus500.co.uk/Help/ContactUs.aspx>
- 1.2. Very often issues may arise as a result of misunderstandings and can be easily resolved by our customer services team.
- 1.3. If our customer services team is unable to resolve the matter or you feel that our service has not met your expectations and you wish to raise this as a formal complaint, you may then refer it as a complaint to our Compliance Department.
- 1.4. Their role is to independently review all complaints constructively and sympathetically, ensuring that where we are at fault, things are put right at the earliest opportunity.
- 1.5. Please set out the complaint clearly, ideally in writing.
- 1.6. The Compliance Department will carry out an impartial review of the complaint 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.
- 1.7. A full written response will be provided within eight weeks of receiving the complaint.
- 1.8. Please email: disputes@plus500.co.uk or write to: Compliance Department: 78 Cornhill, London EC3V 3QQ.
- 1.9. If you do not feel that your complaint has been resolved satisfactorily by the Compliance Department, you are then able to refer your complaint to the Financial Ombudsman Service.
- 1.10. The Financial Ombudsman Service is an independent organisation that was established to resolve disputes between financial institutions and their customers.
- 1.11. Details of the Financial Ombudsman Service will be provided by the Compliance department in their final response to your complaint.
- 1.12. Any referral to the Financial Ombudsman Service must take place within six months of the Compliance department's final response letter, and you should also note that the Financial Ombudsman Service will not consider a complaint until we have had the opportunity to address the complaint.
- 1.13. The address of the Financial Ombudsman Service is: Exchange Tower, Harbour Exchange Square, London, E14 9SR.

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