

# Complaints Procedure

Effective Date: 21 May 2018



## COMPLAINTS PROCEDURE

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We are committed to providing a high standard of service to all our customers on every occasion. We do recognise however, that occasionally there may be circumstances where you are dissatisfied with the service you may have received.

If you have a complaint about any aspect of our service then we would like to hear from you. You can contact us by telephone or in writing, by post or fax on the details given below:

**Telephone:** +44 333 700 4096

All calls will be recorded for compliance and training purposes

**Email:** [info@lmaxdigital.com](mailto:info@lmaxdigital.com)

**Address:** LMAX Digital C/O LMAX Exchange Group, Yellow Building, 1A Nicholas Road, London W11 4AN, United Kingdom

To help us investigate and resolve the complaint as quickly as possible, please make sure you provide the following information:

- › Your name, address and Username
- › A clear description of your concern or complaint
- › Details of what you would like us to do to put it right
- › Copies of any relevant correspondence, such as emails
- › A daytime telephone number where we can contact you

We will try to resolve your complaint as quickly as possible and with minimum inconvenience to you.