

Synergy Markets Ltd

Complaints Procedure

If for any reason you feel dissatisfied with any aspect of our service, in the first instance you should contact our client services team on:

0203 868 8821

or email info@synergy-markets.com

The vast majority of complaints can be dealt with within three business days.

We will do everything we can to address your complaint within three business days and will attempt to put things right as quickly as possible. If we are unable to resolve the matter within this timescale, then we will let you know and will treat your dissatisfaction as a formal complaint.

We 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 and have met our contractual and regulatory obligations. A full written response will be provided within eight weeks of receiving the complaint. We will keep you regularly updated with the progress of your complaint.

If you are classified as an eligible complainant (this will include retail clients and, under some circumstances, professional clients), and you do not feel that your complaint has been resolved satisfactorily, you will be able to refer your complaint to the Financial Ombudsman Service. The Financial Ombudsman Service is an independent organisation that was established to resolve, free of charge, disputes between financial institutions and their customers.

Any reference to the Financial Ombudsman Service must take place within six months of our 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.

The full contact details of the Financial Ombudsman Service are:

Address:

Financial Ombudsman Service
Exchange Tower
Harbour Exchange Square
London
E14 9SR

Telephone number: 0207 964 1000 or 0800 0234 567 (calls to this number are now free on mobile phones and landlines)

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