



COMPLAINTS PROCEDURE FOR CLIENTS

Address: Head Quarter - United Kingdom
FX Liquidity Markets,
#20-22, WenlockRoad,
London N1 7GU

Email: support@fxliquiditymarkets.com



We, FX Liquidity Markets, have adopted this Complaints Procedure in order to ensure a fair and quick process for handling complaints that may arise from our relationship.

1. Submitting your complaint

You may submit your complaint in writing and address it to the Support team or to the Compliance Department of FX Liquidity Markets who are both authorized to handle and investigate complaints that may be submitted by our Clients.

You may use the Complaints Form attached herein and submit it electronically to support@fxliquiditymarkets

2. Handling of your Complaint

Once we receive your complaint, we will review it carefully and will try to resolve it without undue delay.

One of our officers may contact you directly in order to obtain further clarifications and information relating to your complaint. We shall need your cooperation in order to handle your complaint.

We shall try to reply within five (5) business days from the receipt of your complaint. If the complaint requires further investigation and we cannot resolve it within five (5) business days, we will issue a holding response in writing or another durable medium. When a holding response is sent, it will indicate when we will make further contact to inform you on the investigation process.

When we reach an outcome, we will inform you about it together with an explanation of our position and propose remedial measures that we intend to take.

It is understood that your right to take legal action remains unaffected by the existence or use of any complaint's procedures referred to above.

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COMPLAINTS FORM

DATE:

CLIENT INFORMATION

Name:

Surname:

Account number:

CONTACT DETAILS OF THE CLIENT

Postal address:

City/ province:

Postal code:

Country:

Telephone number:

Email:

DETAILS OF THE COMPLAINT

Date when the Complaint was created:

Employee who offered the services to the Client:

Description of the Complaint:

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