



# Client Complaints Policy

This document sets out Central FX Limited's ("CFX", "us", "we" and "our") policy of receiving and dealing with complaints made by our clients. Although we are committed to delivering exceptional products and services, we regrettably understand that there may be instances where we may not have met this expectation.

CFX is committed to treating its customers fairly and to ensuring that any complaints that you may have about the products and/or services provided to you by us are dealt with promptly and fairly. If you have any questions about this document or on your rights of complaint to CFX, please do not hesitate to contact our Operations team and/or your relevant account manager.

## 1. Making a Complaint

If you are a client or a potential client of CFX and are dissatisfied with any aspect of your dealings with us, you have the right to complain to us. In order to help us investigate and resolve the issue as quickly and efficiently as possible, please ensure your complaint includes:

- Your account name and number
- Your contact details
- A description of what went wrong and how you would like it to be resolved (*please give as much details as possible*)
- Any documentation to support your complaint such as email correspondences

You may make such a complaint via email, telephone or in any other usual method of communication which is convenient for you.

**Email:** Email us at [complaints@centralfx.co.uk](mailto:complaints@centralfx.co.uk)

**Phone:** Raise a complaint by calling us on +44 20 7265 7979

**Post:** You can put your complaint in writing and send to:

Central FX Ltd,  
51 Eastcheap,  
London, EC3M 1DT

## 2. Dealing with your Complaint

As soon as we receive your complaint, it will be referred to the relevant department within our business and if required, you will be contacted and asked to provide as much information as you can in relation to the complaint. We will endeavour to resolve the complaint to your satisfaction by the close of the next working day.

If we are unable to resolve your complaint by close of the next working day, we will acknowledge your complaint in writing and a member of the relevant department will be appointed to oversee and handle your investigation. We will keep you up to date as matters progress. You are free to contact us at any time if you have any questions.

**At the earliest opportunity and within 8 weeks of receipt of your complaint we will:**

- a. Send a final written response to you which either:
  - i. Accepts the complaint and, where appropriate, offers redress or remedial action; or
  - ii. Offers redress or remedial action without accepting the complaint; or
  - iii. Rejects the complaint and gives our reasons for doing so; or
  - iv. Explains why it is not possible to make a final response and indicates when we expect to be able to do so.

At this point we will also provide you with full details of how you can refer your complaint to the Financial Ombudsman Service if you are dissatisfied with our response.

If you accept our decision you should inform us of this, but if you do not do so within eight weeks, the case will be considered closed.

## 3. Right to Refer to Financial Ombudsman Service

Where we are not able to resolve your complaint to your satisfaction, you may be permitted to refer your complaint to the Financial Ombudsman Service (FOS). Please be advised you must do this within 6 months of our final response to your complaint. To get in touch with the Financial Ombudsman, please see below.

**Website:** Visit the Ombudsman's website for more information: <https://www.financial-ombudsman.org.uk/>

**Phone:** You can call the Ombudsman on 0800 023 4567

**Central FX Limited**